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ABSTRACT

This document contains vocational education program courses standards (curriculum frameworks and student performance standards) for exploratory courses, practical arts courses, and job preparatory programs in business education offered at the secondary or postsecondary level as a part of Florida's comprehensive vocational education program. Standards are mandated by Florida law. Each program course standard is composed of two parts: a curriculum framework and student performance standards. The curriculum framework includes four major sections: major concepts and content, laboratory activities, special notes, and intended outcomes. Student performance standards are listed for each intended outcome. For secondary job preparatory programs, courses are designated with student performance standards listed for each course. Program and course standards are based upon competencies required for entry, advancement, and upgrading in occupations in business. Competencies in the following areas are covered: management and personnel, accounting, data processing, clerical, secretarial, court reporting, material processing, and word processing. (KC)

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ED358266

VOCATIONAL EDUCATION PROGRAM COURSES STANDARDS

July, 1992

Business Education

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VOCATIONAL EDUCATION
PROGRAM COURSES STANDARDS

BUSINESS EDUCATION

July, 1992

FLORIDA DEPARTMENT OF EDUCATION
Division of Vocational, Adult, and Community Education
Bureau of Vocational Programs and Services
Vocational Programs Section
Tallahassee, Florida 32399-0400

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FOREWORD

Section 228.041 Florida Statutes defines vocational education as meaning that instruction not necessarily leading to a baccalaureate degree, either graded or ungraded, listed below:

1. Job preparatory programs designed to provide students with the competencies necessary for effective entry into an occupation;
2. Exploratory courses designed to give students initial exposure to skills and attitudes associated with a broad range of occupations in order to assist them in making informed decisions regarding their future academic and occupational goals;
3. Supplemental programs (courses) designed to enable persons who are or have been employed in a specific occupation to upgrade their competencies in order to re-enter or maintain stability or advance within their occupation;
4. Practical arts courses designed to teach students practical generic skills which, though applicable to some occupations, are not designed to prepare students for entry into a specific occupation;
5. Instruction which integrates the basic academic skills and vocational skills.

This document contains vocational education program courses standards (curriculum frameworks and student performance standards) for exploratory courses, practical arts courses and job preparatory programs offered at the secondary or postsecondary level as a part of Florida's comprehensive vocational education program. Vocational education program courses standards are established pursuant to Section 233.0682, Section 240.355, Section 233.011, and Section 232.2454, Florida Statutes, for school districts and community colleges. State Board of Education Rule 6A-6.0571, Criteria for Qualification for Special Vocational-Technical Education Program Courses, provides the basis for the development and dissemination of this document.

Each program courses standard is composed of two parts: a curriculum framework and student performance standards. The curriculum framework includes four major sections: major concepts/content, laboratory activities, special notes, and intended outcomes. Student performance standards are listed for each intended outcome. For secondary job preparatory programs, courses have been designated with student performance standards listed for each course.

The standards do not prescribe how instruction should be delivered since decisions relative to the delivery of instruction must be made by school districts and community colleges within the context of local conditions. The Division of Vocational, Adult, and Community Education, Florida Department of Education, supports the belief that competency-based vocational education is the most effective means of providing programs and courses that conform to these established standards.

Program and course standards are based upon competencies required for entry, advancement, and upgrading in occupations in the vocational program areas of Agriculture, Business, Diversified, Health Occupations, Home Economics, Technology, Industrial, Marketing, and Public Service Education. Standards of courses designed for handicapped, disadvantaged, and other special needs persons are also provided. These standards are reviewed annually and revised as needed based upon changes in occupations utilizing input from business and industry employers, licensing and credentialing agencies, professional associations, state technical committees, and other representatives of the private sector.

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INTRODUCTION

BUSINESS EDUCATION

Business education is a group of planned, specialized instructional programs structured to prepare students to enter, to advance, and to refine prescribed competencies requisite for employment in a cluster of business occupations or in a specific occupation chosen as a career objective.

The programs of business education in Florida prepare individuals for occupations in Management and Personnel, Accounting, Data Processing, Clerical, Secretarial, Court Reporting, Materiel Processing, and Word Processing. These programs include instruction in planning, organizing, directing, and controlling business office systems and procedures; preparing, systemizing, recording, transcribing, and preserving written communications and records; preparing and analyzing financial records; collecting accounts, receiving and disbursing funds; gathering, processing, and disseminating information; operating electric and electronic office equipment; and performing a multitude of other business office tasks.

Congruent to all programs are the identified economic concepts and leadership activities which enable the individual to function as a consumer, voter, worker, and leader in the American business system.

Reinforcement of basic skills in English, mathematics, and science appropriate for the job preparatory programs is provided through vocational classroom instruction and applied laboratory procedures or practice.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Orientation to Business and Office Occupations

CODE NUMBER: Secondary 8200110 Postsecondary _______

Florida CIP 0507.99990R

SECONDARY SCHOOL CREDITS .50 COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): X 6-9 ___9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational ___ Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; TEACH CBE @7; VOE @7

I. MAJOR CONCEPTS/CONTENT: The purpose of this course is to acquaint students with career information and job requirements in business and office occupations.

Instruction includes an orientation to the board area of business and office occupations. Orientation experiences provide information for students in accounting occupations, information processing occupations, clerical occupations, secretarial occupations, and business administration occupations. These experiences are directed towards a brief study of work responsibilities, job qualifications, equipment, financial rewards, and career paths related to these occupational areas. Instructional activities may include resource people, field trips, student projects, and the use of audio-visual media.

This program course is designed primarily as a preliminary offering prior to the exploration course.

II. LABORATORY ACTIVITIES: Laboratory activities may be a part of this course and may include the use of typewriters, calculators and computers.

III. SPECIAL NOTE: Activities including field trips and the use of guest presenters from the business community are appropriate for this course.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Explore the nature of business.
02. Identify job tasks performed by clerical workers.
03. Identify job tasks performed by secretarial workers.
04. Identify job tasks performed by information processing workers.
05. Identify job tasks performed by accounting workers.
06. Identify job tasks performed by business administration workers.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
SECONDARY NUMBER: 8200110

COURSE TITLE: Orientation to Business and Office Occupations
POSTSECONDARY NUMBER: ____

01.0 EXPLORE THE NATURE OF BUSINESS--The student will be able to:

01.01 Identify characteristics of the Free Enterprise system.
01.02 Classify types of businesses.
01.03 Plan and design a business.

02.0 IDENTIFY JOB TASKS PERFORMED BY CLERICAL WORKERS--The student will be able to:

02.01 Establish a filing system.
02.02 Demonstrate communication skills.

03.0 IDENTIFY JOB TASKS PERFORMED BY SECRETARIAL WORKERS--The student will be able to:

03.01 Demonstrate an awareness of technological advances.
03.02 Demonstrate a knowledge of word processing skills.
03.03 Prepare internal and external correspondence.

04.0 IDENTIFY JOB TASKS PERFORMED BY INFORMATION PROCESSING WORKERS--The student will be able to:

04.01 Identify the education, personal qualities, and training required for information processing.
04.02 Demonstrate skills in manual, mechanical and electronic processing.

05.0 IDENTIFY JOB TASKS PERFORMED BY ACCOUNTING WORKERS--The student will be able to:

05.01 Classify the expenses and revenue involved in the operation of an entrepreneurship.
05.02 Determine the financial records necessary to operate a business.
05.03 Analyze the financial success/failure of an entrepreneurship.

06.0 IDENTIFY JOB TASKS PERFORMED BY BUSINESS ADMINISTRATION WORKERS--The student will be able to:

06.01 Evaluate characteristics of a successful employee.
06.02 Make management decisions based on a variety of situations.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Exploration of Business and Office Occupations

CODE NUMBER: Secondary 8200210 Postsecondary ______

Florida CIP 0507.9999EX

SECONDARY SCHOOL CREDITS .50 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): X 6-9 ___9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational ___ Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7

I. MAJOR CONCEPTS/CONTENT: The purpose of this course is to give students initial exposure to the skills and attitudes associated with a broad range of occupations relating to careers in business and office occupations, including job requirements and tasks performed, and to assist students in making informed decisions regarding their future academic and occupational goals.

Instruction provides opportunities for students to explore job application procedures, types of equipment used, tasks workers perform, employment requirements, leadership skills and human relations in the following job preparatory programs: accounting occupations, business administration occupations, clerical occupations, information processing occupations, and secretarial occupations.

II. LABORATORY ACTIVITIES: Laboratory activities may be a part of this program course and may include the use of typewriters, calculators and computers.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Demonstrate computer literacy.
02. Describe the education needed, tasks performed, and employment opportunities for clerical occupations.
03. Describe the education needed, tasks performed, and employment opportunities for secretarial occupations.
05. Describe the education needed, tasks performed, and employment opportunities for information processing occupations.
06. Describe the education needed, tasks performed, and employment opportunities for accounting occupations.
07. Describe the education needed, tasks performed, and employment opportunities for business administration occupations.
08. Identify procedures involved in choosing, applying for, and keeping a job.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
SECONDARY NUMBER: 8200210

COURSE TITLE: Exploration of Business and Office Occupations
POSTSECONDARY NUMBER: _____

01.0 DEMONSTRATE COMPUTER LITERACY--The student will be able to:

01.01 Define the following terms:

1. computer
2. data
3. input
4. output
5. hardware
6. software
7. language
8. processing
9. memory
10. program
11. terminal
12. peripheral devices
13. keyboard characters
14. control keys

01.02 Perform basic computer operations:

1. turn the equipment on and off
2. load a program
3. run and use a program
4. store a program
5. display a program
6. enter and execute a simple program

01.03 Discuss the advantages and the disadvantages in the use of different computers.
01.04 Describe the general use of the computer.
01.05 Identify the safety precautions that must be observed in using equipment.
01.06 Use the computer to explore selected occupations.

02.0 DESCRIBE THE EDUCATION NEEDED, TASKS PERFORMED, AND EMPLOYMENT OPPORTUNITIES FOR CLERICAL OCCUPATIONS--The student will be able to:

02.01 Utilize touch typing techniques for the home row keys.
02.02 File information following correct filing procedures for a filing system.
02.03 Identify clerical terminology.
02.04 Identify the basic operating parts of the typewriter.
02.05 Use correct work station arrangement.
02.06 Locate and record specific information from the white and yellow pages of the telephone directory.
02.07 Locate and record ZIP codes and two-letter state abbreviations using a ZIP Code Directory.

03.0 DESCRIBE THE EDUCATION NEEDED, TASKS PERFORMED, AND EMPLOYMENT OPPORTUNITIES FOR SECRETARIAL OCCUPATIONS--The student will be able to:

03.01 Key/write a letter following a business letter format.
03.02 Identify secretarial terms.
03.03 Identify shorthand systems.
03.04 Proofread a keyed document.
03.05 Explain the characteristics of a dictating/transcribing machine.
03.06 Key a business envelope.
03.07 Explain the concept of word processing.

05.0 DESCRIBE THE EDUCATION NEEDED, TASKS PERFORMED, AND EMPLOYMENT OPPORTUNITIES FOR INFORMATION PROCESSING OCCUPATIONS--The student will be able to:

05.01 Identify information processing terms.
05.02 Identify basic flow chart symbols.
05.03 Identify components of a computer system.
05.04 Verify the accuracy of a computer printout.

06.0 DESCRIBE THE EDUCATION NEEDED, TASKS PERFORMED, AND EMPLOYMENT OPPORTUNITIES FOR ACCOUNTING OCCUPATIONS--The student will be able to:

06.01 Identify accounting terms.
06.02 Perform basic operations on the calculator.
06.03 Prepare a simple balance sheet.
06.04 Complete payroll records.

07.0 DESCRIBE THE EDUCATION NEEDED, TASKS PERFORMED, AND EMPLOYMENT OPPORTUNITIES FOR BUSINESS ADMINISTRATIONS OCCUPATIONS--The student will be able to:

07.01 Identify business administration terms.
07.02 Identify desirable employability traits of a prospective employee.
07.03 Prepare a classified ad for a job opening.
07.04 Make managerial decisions based on given case studies.

08.0 IDENTIFY PROCEDURES INVOLVED IN CHOOSING, APPLYING FOR, AND KEEPING A JOB--The student will be able to:

08.01 Identify personal values, interests, work preferences, and abilities.
08.02 Identify sources of job information.
08.03 Identify correct procedures in applying for a job.
08.04 Complete a job application form.
08.05 Identify correct job interviewing skills.
08.06 Identify successful job performance traits.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Practical Business Skills

CODE NUMBER: Secondary 8200310 Postsecondary ______

Florida CIP 0507.0799PA

SECONDARY SCHOOL CREDITS 1 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___7-9 x 9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; STENOG @4; VOE @7; TYPWRIT @4;
TEACH CBE @7; CLERICAL ¢7; SECRETAR ¢7

I. MAJOR CONCEPTS/CONTENT: The purpose of this course is to provide students with a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

The content is designed to enable students to demonstrate minimum proficiency in correct keyboard techniques, use the typewriter and other selected keyboard equipment as practical tools in everyday living situations, and perform selected generic skills used in general business procedures.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this course and include the use of typewriters, calculators and computers.

III. SPECIAL NOTE: Concepts of American enterprise are included in this course so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) is the appropriate student organization for providing leadership experiences and for reinforcing practical generic business skills. When provided, these activities are considered an integral part of this course.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.

STUDENT PERFORMANCE STANDARDS   EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business   SECONDARY NUMBER: 8200310

COURSE TITLE: Practical Business Skills   POSTSECONDARY NUMBER: _____

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Practical Keyboarding Skills

CODE NUMBER: Secondary 8200320 Postsecondary ______

Florida CIP 0507.0798PA

SECONDARY SCHOOL CREDITS .50 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___ 7-9 X 9-12 ___ Postsecondary Adult Vocational

___ Postsecondary Vocational X Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; STENOG @4; VOE @7; TYPWRIT @4; TEACH CBE @7; CLERICAL ¢7; SECRETAR ¢7

I. MAJOR CONCEPTS/CONTENT: The purpose of this course is to teach students basic keyboarding skills and techniques of formatting to include information systems inputting.

The content should include, but not be limited to, instruction designed to develop alphabetic, numeric, and symbolic keyboarding skills and techniques.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this course and include the use of typewriters and calculators.

III. SPECIAL NOTE: Concepts of American enterprise are included in this course so that students may function effectively in the American enterprise economic system.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Perform keyboarding activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8200320

COURSE TITLE: Practical Keyboarding Skills POSTSECONDARY NUMBER: _____

01.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

01.01 Demonstrate correct keyboarding techniques.
01.02 Identify parts and functions of keyboarding equipment.
01.03 Identify principles of keyboarding.
01.04 Demonstrate proficiency in keying information from hard copy.
01.05 Key and edit business letters and envelopes.
01.06 Key and edit interoffice memoranda.
01.07 Key and edit tabulated information.
01.08 Key and edit material for different sizes of paper.

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

COURSE TITLE: Practical Computer Skills

CODE NUMBER: Secondary 8200330 — Postsecondary ______

Florida CIP 0507.0797PA

SECONDARY SCHOOL CREDITS .50	COLLEGE CREDITS ______	POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___7-9 x 9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; STENOG @4; VOE @7; TYPWRIT @4; TEACH CBE @7; CLERICAL ¢7; SECRETAR ¢7; BUS DP ¢7; ELECT DP ¢7; TEC ELEC @7

I. MAJOR CONCEPTS/CONTENT: This course is designed to teach practical computer skills and the effects of its application on society.

Instruction is designed to provide an understanding of computer processing with minimum proficiency in computer operations and the effect of software applications in business activities.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this computer course and include the use of microcomputers.

III. SPECIAL NOTE: Concepts of American enterprise are included in this course so that students may function effectively in the American enterprise economic system.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Identify parts and functions of a computer system.
02. Perform computer activities.
03. Identify uses of the computer.
04. Identify occupations dealing with computer hardware and software.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
SECONDARY NUMBER: 8200330

COURSE TITLE: Practical Computer Skills
POSTSECONDARY NUMBER: _____

01.0 IDENTIFY PARTS AND FUNCTIONS OF A COMPUTER SYSTEM--The student will be able to:

01.01 Identify basic computer hardware and software components.
01.02 Identify basic functions of computer hardware and software components.
01.03 Identify peripheral devices and functions.

02.0 PERFORM COMPUTER ACTIVITIES--The student will be able to:

02.01 Prepare documents using word processing applications software.
02.02 Prepare documents using database applications software.
02.03 Prepare documents using electronic spreadsheet software.

03.0 IDENTIFY USES OF THE COMPUTER--The student will be able to:

03.01 Identify applications of the computer in the school, home, and business.
03.02 Identify legal issues affecting the use of the computer.
03.03 Identify ethical issues affecting the use of the computer.

04.0 IDENTIFY OCCUPATIONS DEALING WITH COMPUTER HARDWARE AND SOFTWARE--The student will be able to:

04.01 Describe various career opportunities in the computer industry.
04.02 Describe the importance of computer skills to the student's career objectives.
04.03 Describe the effects of computerization on existing occupations.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Practical Notetaking Skills

CODE NUMBER: Secondary 8200340 Postsecondary ______

Florida CIP 0507.0796PA

SECONDARY SCHOOL CREDITS .50 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___7-9 x 9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; STENOG @4; VOE @7; TYPWRIT @4; TEACH CBE @7; CLERICAL ¢7; SECRETAR ¢7

I. MAJOR CONCEPTS/CONTENT: The purpose of this course is to provide students with practical notetaking skills useful in recording messages, conversations, lectures, notes and other information that would be important to an individual.

The content should include, but not be limited to, instruction provided in an abbreviated writing system designed to develop practical notetaking skills through the presentation of listening, recording, and transcribing methods and materials.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this course and include the use of electronic equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this course so that students may function effectively in the American enterprise economic system.

Any shorthand system may be used.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Perform practical notetaking activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8200340

COURSE TITLE: Practical Notetaking Skills POSTSECONDARY NUMBER: _____

01.0 PERFORM PRACTICAL NOTETAKING ACTIVITIES--The student will be able to:

01.01 Apply the rules of an abbreviated writing system.
01.02 Record information in an abbreviated writing system with speed, accuracy, and legibility.
01.03 Read an abbreviated writing system.
01.04 Transcribe from notes taken in an abbreviated writing system.
01.05 Organize transcription into usable copy.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Practical Financial Skills

CODE NUMBER: Secondary 8200360 Postsecondary _______

Florida CIP 0507.0794PA

SECONDARY SCHOOL CREDITS .50 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___7-9 x 9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; STENOG @4; VOE @7; TYPWRIT @4; TEACH CBE @7; CLERICAL ¢7; SECRETAR ¢7; ACCTING ¢7; BOOKKEEPIN @4 @7

I. MAJOR CONCEPTS/CONTENT: The purpose of this course is to provide practical and generic financial skills regarding money management, wise credit decisions, saving and investing money, and wise use of consumer protection agencies.

The content is designed to enable students to demonstrate minimum proficiency in practical financial management activities, use of the calculator in everyday living situations, and the performance of selected generic skills used in general business procedures.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this course and include the use of business equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this course so that students may function effectively in the American enterprise economic system.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Prepare a personal financial plan.
02. Identify financial services.
03. Develop comparison shopping skills.
04. Perform business records activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: 8200360
COURSE TITLE: Practical Financial Skills POSTSECONDARY NUMBER: _____

01.0 PREPARE A PERSONAL FINANCIAL PLAN--The student will be able to:

01.01 Develop a personal financial budget.
01.02 Identify personal financial goals.
01.03 Identify investment opportunities.

02.0 IDENTIFY FINANCIAL SERVICES--The student will be able to:

02.01 Identify financial services and institutions.
02.02 Solve problems involving comparison of credit costs, dividends, and interest.
02.03 Compute financing an automobile purchase.
02.04 Identify and explain automobile insurance coverages and costs.

03.0 DEVELOP COMPARISON SHOPPING SKILLS--The student will be able to:

03.01 Define comparison shopping.
03.02 Prepare a comparison shopping chart on a product or service.
03.03 Identify appropriate steps in making a purchase decision.
03.04 Identify consumer protection and assistance agencies.

04.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

04.01 Prepare checks and stubs and adjust checkbook.
04.02 Identify and demonstrate correct procedure for endorsing checks.
04.03 Prepare a deposit slip and adjust checkbook.
04.04 Prepare bank reconciliations and adjust checkbook.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Accounting Applications

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.019903

SECONDARY SCHOOL CREDITS ______ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _______

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational Certificate ___ Other ______________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as accounting clerks, data processing (216.382-010), junior accountants, and assistant accountants or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals in the principles, procedures, and theories of organizing and maintaining business and financial records and the preparation of accompanying financial reports.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and it includes the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is a certificate.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Develop human relations skills.
06. Demonstrate appropriate grooming habits.
07. Perform job application activities.
08. Develop leadership skills.
09. Perform consumer economic activities.
10. Perform decision making activities.
11. Perform information processing activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: ______________
PROGRAM TITLE: Accounting Applications POSTSECONDARY NUMBER: 0507.019903

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving length, width, or height.
01.11 Solve problems involving capacity.
01.12 Prepare checks and stubs.
01.13 Endorse checks using special endorsements.
01.14 Prepare deposit slip and adjust checkbook.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Define accounting terms.
03.02 Classify accounts.
03.03 Analyze and journalize transactions for proprietorships, partnerships, and corporations.
03.04 Post transactions.
03.05 Prepare trial balance.
03.06 Prepare a worksheet.
03.07 Analyze and/or calculate and journalize correcting, adjusting, closing, and reversing entries.
03.08 Prepare financial statements: Income Statement, Owner's Equity, Balance Sheet, and Changes in Financial Position.
03.09 Prepare a payroll and earnings records for employees.
03.10 Record and verify cash receipts and cash reimbursements.
03.11 Compute dividend distributions.
03.12 Compute finanical ratios.
03.13 Classify cost behavior patterns as fixed or variable.
03.14 Prepare a Cost of Goods Manufactured Statement.
03.15 Determine methods of inventory evaulation.
03.16 Identify income tax terms and forms.
03.17 Calculate depreciation under Internal Revenue Service (IRS) codes and Financial Accounting Standards Board (FASB) regualtions.
03.18 Define and apply generally accepted accounting principles.
03.19 Calculate amortization of bond premiums and discounts.
03.20 Prepare a bank reconciliation.
03.21 Maintain petty cash records.
03.22 Interpret financial statements.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.

04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS-- the student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.
08.03 Greet and introduce individuals.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Choose appropriate action in situations requiring application of business ethics.
10.04 Choose appropriate action in situations requiring following a chain of command.
10.05 Choose appropriate action in situations requiring effective time management.
10.06 Identify ways to assign work to others.

11.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

11.01 Locate requested information on a computer printout.
11.02 Identify accounting applications of computers in modern business.
11.03 Enter accounting data into computer systems.
11.04 Analyze computer output.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Accounting Operations

CODE NUMBER: Secondary 8203000 Postsecondary AC00992

Florida CIP 0507.010000

SECONDARY SCHOOL CREDITS 5 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 x 9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: 9-12; 30,31	BUS ED @4 1 2 TEACH CBE @7 VOE @7 BOOKKEEPIN @4 @7 ACCTG ¢7	30,31	BUS ED @4 1 2 TEACH CBE @7 VOE @7 BOOKKEEPIN @4 @7 G ACCTG @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as bookkeeping/billing machine operators, time keeping clerks or bookkeeping and accounting and auditing clerks (55338322) or to provide supplemental training for persons previously or currently employed in these occupations.

The program prepares individuals to compute, classify, and record numerical data to keep financial records and ledgers, prepare monthly statements, verify accuracy of data, operate bookkeeping machines, and pay and receive money.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209220	Office Procedures
8203010	Accounting 1
8206110	Business Computer Applications 1
8203020	Accounting 2

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and it includes the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 750 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01.0 Perform telecommunication activities.
02.0 Perform mathematical applications.
03.0 Perform keyboarding activities.
04.0 Perform records management activities.
05.0 Perform business records activities.
06.0 Perform mail handling activities.
07.0 Perform communication activities.
08.0 Develop human relations skills.
09.0 Perform job application activities.
10.0 Demonstrate a knowledge of information processing concepts.
11.0 Perform consumer economics activities.
13.0 Perform accounting activities.
17.0 Identify functions of computers.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: 8203000
PROGRAM TITLE: Accounting Operations POSTSECONDARY NUMBER: ACO0992

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.
02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
02.11 Complete, analyze, and correctly process an invoice.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.13 Compute totals and sales tax on a sales slip.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.
05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PEFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.
13.04 Calculate, estimate, journalize, and post entries related to uncollectible accounts.
13.05 Calculate, record information into a company asset record, and journalize entries related to company assets and depreciation.
13.06 Using fifo, lifo, and weighted-average inventory costing methods, determine the cost of merchandise inventory.

13.07 Calculate interest and maturity dates for notes, then analyze and record transactions.
13.08 Record adjusting, closing, and reversing entries for accrued revenue and expenses.
13.09 Record payment of a dividend for a corporation, computing end-of-fiscal-period adjustments; and complete a work sheet, preparing statements and end-of-fiscal-period entries for a corporation.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Accounting Operations	PROGRAM NUMBER:	8203000
COURSE TITLE:	Typewriting 1/Fundamentals	COURSE NUMBER:	8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Accounting Operations
PROGRAM NUMBER: 8203000

COURSE TITLE: Office Procedures
COURSE NUMBER: 8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communications, information processing, records management, telecommunications, business records, decision making, job application, consumer economics, and keyboarding.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Accounting Operations	PROGRAM NUMBER:	8203000
COURSE TITLE:	Accounting 1	COURSE NUMBER:	8203010

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
- 02.11 Complete, analyze, and correctly process an invoice.
- 02.13 Compute totals and sales tax on a sales slip.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

- 13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
- 13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
- 13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business COURSE CREDIT: 1
PROGRAM TITLE: Accounting Operations PROGRAM NUMBER: 8203000
COURSE TITLE: Business Computer Applications 1 COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Accounting Operations	PROGRAM NUMBER:	8203000
COURSE TITLE:	Accounting 2	COURSE NUMBER:	8203020

COURSE DESCRIPTION:

This course is designed to continue the study of accounting principles. Topics include depreciation, inventory, accruals, deferrals, notes, payroll, and tax-related forms. The use of computers is highly recommended.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.04 Calculate, estimate, journalize, and post entries related to uncollectible accounts.
13.05 Calculate, record information into a company asset record, and journalize entries related to company assets and depreciation.
13.06 Using fifo, lifo, and weighted-average inventory costing methods, determine the cost of merchandise inventory.
13.07 Calculate interest and maturity dates for notes, then analyze and record transactions.
13.08 Record adjusting, closing, and reversing entries for accrued revenue and expenses.
13.09 Record payment of a dividend for a corporation, computing end-of-fiscal-period adjustments; and complete a work sheet, preparing statements and end-of-fiscal-period entries for a corporation.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Accounting Records

CODE NUMBER: Secondary _______ Postsecondary AC00400

Florida CIP 0507.019902

SECONDARY SCHOOL CREDITS ______ COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS x

APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; TEACH CBE @7; VOE @7; BOOKKEEPIN @4 @7 G; ACCTING @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as billing, cost and rate clerks (55344320) or to provide supplemental training for persons previously or currently employed in this occupation.

The accounting clerk program prepares individuals to compute, classify, and record numerical data to keep financial records and ledgers and prepare monthly statements.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and it includes the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the student achieving student is 450 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform communicaton activities.
07. Develop human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform decision making activities.
11. Perform bookkeeping/accounting activities.
12. Perform data processing activities.
13. Perform mail handling activities.
14. Develop leadership skills.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ________

PROGRAM TITLE: Accounting Records POSTSECONDARY NUMBER: AC00400

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Locate telephone numbers and addresses.
01.02 Identify proper techniques for placing and answering telephone calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve math problems consisting of whole numbers.
02.02 Solve math problems consisting of decimal numbers.
02.03 Solve math problems consisting of mixed numbers.
02.04 Convert proper fractions to decimals.
02.05 Convert decimals to proper fractions.
02.06 Convert percents to proper fractions.
02.07 Convert improper fractions to mixed numbers.
02.08 Convert mixed numbers to improper fractions.
02.09 Round numbers to designated decimal places.
02.10 Round mixed numbers to whole numbers.
02.11 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.12 Solve commission problems using a calculator.
02.13 Solve markup problems using a calculator.
02.14 Solve markdown problems using a calculator.
02.15 Solve compound interest problems using a calculator and a compound interest table.
02.16 Complete an invoice.
02.17 Compute totals and sales tax on a sales slip.
02.18 Solve finance charge and annual percentage rate problems.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment and their operations.
03.03 Identify formatting principles.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and file materials alphabetically and chronologically.
04.02 Code, sort, and file numerically.
04.03 Retrieve materials from the file; complete an out card and check-out record.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliation.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Write sentences with correct punctuation, capitalization, abbreviations and numbers.

07.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a letter of follow-up.
09.05 Compose and type a letter of application and a resume.
09.06 Demonstrate job interview skills.
09.07 Identify methods for securing an employment reference.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 Select best way to handle confidential information.
10.02 Choose appropriate action in situation requiring application of business ethics.

11.0 PERFORM BOOKKEEPING/ACCOUNTING ACTIVITIES--The student will be able to:

11.01 Record transactions in the general journal (journalize).
11.02 Post entries from the general journal to the general ledger.
11.03 Prepare a worksheet.
11.04 Prepare an income statement.
11.05 Prepare an owner's equity statement.
11.06 Prepare a balance sheet.
11.07 Journalize and post adjusting entries.
11.08 Journalize and post closing entries.
11.09 Prepare a post-closing trial balance.
11.10 Record purchases transactions in the purchases journal.
11.11 Post purchases journal entries to the accounts payable ledger and general ledger.
11.12 Record a purchases returns and allowances transaction in the general journal.
11.13 Post a purchases returns and allowances transaction to the accounts payable ledger and general ledger.
11.14 Prepare a schedule of accounts payable.
11.15 Record a sales transaction in the sales journal.
11.16 Post sales journal entries to the accounts receivable ledger and general ledger.
11.17 Prepare a credit memorandum.
11.18 Record a sales returns and allowances transaction in the general journal.
11.19 Post a sales returns and allowances transaction to the accounts receivable ledger and general ledger.
11.20 Prepare a schedule of accounts receivable.
11.21 Record cash receipts transactions in the cash receipts journal.
11.22 Post cash receipts journal entries to the accounts receivable ledger and general ledger.
11.23 Record cash payments transactions in the cash payments journal.
11.24 Record the transaction necessary to establish a petty cash fund in the cash payments journal.
11.25 Record the transactions necessary to replenish petty cash in the cash payments journal.
11.26 Post the cash payments journal entries to the accounts payable ledger and general ledger.
11.27 Prepare a W-4 form (Employee's Withholding Allowance Certificate).
11.28 Process a time card.
11.29 Prepare a payroll register.
11.30 Prepare an employee earnings record.
11.31 Prepare a payroll voucher check.
11.32 Prepare a W-2 form (Wage and Tax Statement).

12.0 PERFORM DATA PROCESSING ACTIVITIES--The student will be able to:

12.01 Set up work station following correct procedures for logging on and off system.
12.02 Prepare key entry format for data entry device.
12.03 Enter and verify data from source documents.
12.04 Add, modify, delete, and correct records in a file.
12.05 Locate information in a data file.
12.06 Idenitfy correct solutions to error messages using reference manual.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Identify special mail services.
13.04 Process incoming and outgoing mail.
13.05 Identify alternative courier and electronic mail services.

14.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

14.01 Prepare an agenda.
14.02 Demonstrate the ability to conduct an orderly meeting.
14.03 Greet and introduce individuals.
14.04 Identify basic principles of parliamentary procedure.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Accounting Technology

CODE NUMBER: Secondary ______ Postsecondary ______

Florida CIP 0507.010100

SECONDARY SCHOOL CREDITS ______ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other ________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as accountants and auditors (21114024) and accounting paraprofessionals in advanced professional accounting occupations that require analysis, evaluation, theory, and/or design or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals in the principles, procedures, and theories of organizing, maintaining and auditing business and financial transactions and the preparation of accompanying financial records and reports for internal and external uses.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Develop human relations skills.
06. Demonstrate appropriate grooming habits.
07. Perform job application activities.
08. Develop leadership skills.
09. Perform consumer economic activities.
10. Perform decision making activities.
11. Perform information processing activities.
12. Demonstrate managerial skills and techniques in accounting.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: ________
PROGRAM TITLE: Accounting Technology POSTSECONDARY NUMBER: 0507.010100

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.
01.13 Perform basic algebraic computations.
01.14 Prepare checks and stubs.
01.15 Endorse checks using special endorsements.
01.16 Prepare deposit slip and adjust checkbook.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Define accounting terms.
03.02 Classify accounts.
03.03 Analyze and journalize transactions for proprietorships, partnerships, and corporations.
03.04 Post transactions.
03.05 Prepare trial balance.
03.06 Prepare a worksheet.
03.07 Analyze and/or calculate and journalize correcting, adjusting, closing, and reversing entries.
03.08 Prepare financial statements: Income Statement, Owner's Equity, Balance Sheet, and Changes in Financial Position.
03.09 Prepare a payroll and earnings records for employees.
03.10 Record and verify cash receipts and cash reimbursements.
03.11 Compute dividend distributions.
03.12 Compute finanical ratios.
03.13 Classify cost behavior patterns as fixed or variable.
03.14 Prepare a Cost of Goods Manufactured Statement.
03.15 Determine methods of inventory evaulation.
03.16 Identify income tax terms and forms.
03.17 Calculate depreciation under Internal Revenue Service (IRS) codes and Financial Accounting Standards Board (FASB) regualtions.
03.18 Define and apply generally accepted accounting principles.
03.19 Calculate amortization of bond premiums and discounts.
03.20 Prepare a bank reconciliation.
03.21 Maintain petty cash records.
03.22 Interpret financial statements.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.

04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS-- the student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.
08.03 Greet and introduce individuals.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Choose appropriate action in situations requiring application of business ethics.
10.04 Choose appropriate action in situations requiring following a chain of command.
10.05 Choose appropriate action in situations requiring effective time management.
10.06 Identify ways to assign work to others.

11.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

11.01 Locate requested information on a computer printout.
11.02 Identify accounting applications of computers in modern business.
11.03 Enter accounting data into computer systems.
11.04 Analyze computer output.

12.0 DEMONSTRATE MANAGERIAL SKILLS AND TECHNIQUES IN ACCOUNTING--The student will be able to:

12.01 Identify and apply fundamentals of management.
12.02 Collect, record, and analyze accounting data to evaluate alternatives in decision making processes.
12.03 Calculate and understand break-even analysis and other related topics.
12.04 Identify, record, and evaluate various cost accounting systems.

CURRICULUM FRAMEWORK PROGRAM AREA: Business
FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992
PROGRAM TITLE: Basic Business Supervision
CODE NUMBER: Secondary 8215100 Postsecondary MNA0010
Florida CIP 0506.040100

SECONDARY SCHOOL CREDITS 3
COLLEGE CREDITS ______
POSTSECONDARY ADULT VOCATIONAL CREDITS x

APPLICABLE LEVEL(S): ___7-9 x 9-12 x Postsecondary Adult Vocational
___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 MANAG SUPV ¢7 BOOKKEEPIN @4 @	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 MANAG SUPV @7 G BOOKKEEPIN @4 @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as manager trainees (189.167-018), forms analysts, and personnel clerks, or to provide supplemental training for persons previously or currently employed in these occupations.

The content includes instruction in the areas of planning, organizing, and controlling of a business. Emphasis is given to skill development in the area of basic business supervision. Instruction prepares individuals to make sound decisions and to manage people and functions effectively.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8203010	Accounting 1
8215110	Business Management and Law

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/ transcription equipment, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
13. Perform accounting activities.
21. Demonstrate knowledge of business management skills.
22. Demonstrate knowledge of business law.
23. Demonstrate an understanding of entrepreneurship.
24. Demonstrate knowledge of the American enterprise system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8215100

PROGRAM TITLE: Basic Business Supervision POSTSECONDARY NUMBER: MNA0010

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.07 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
02.11 Complete, analyze, and correctly process an invoice.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.13 Compute totals and sales tax on a sales slip.
02.18 Solve problems involving comparison shopping.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.
07.07 Participate in a group discussion as a leader.
07.11 Obtain appropriate information from pictures, maps or signs.
07.16 Find specific information in written materials.
07.17 Prepare, outline, and deliver a short speech.
07.18 Compose and key simple business letters (including a letter of recommendation).
07.19 Research and write a business report.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.
08.02 Identify business ethics.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.05 Compose and key an updated letter of application and a resume.
09.06 Conduct a job interview.
09.07 Review and evaluate applicant's preemployment forms, letter of application, resume, and letters of recommendation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.09 Identify terms commonly used in information processing.
10.10 Identify electronic business systems, equipment components, and media.
10.11 Sequence and define the six steps of a processing cycle.
10.12 Interpret operations of a flowchart of a simulated business job.
10.13 Check printout for error; correct and resubmit.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietor-ship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.01 Choose appropriate action in a situation requiring application of business management techniques.
21.02 Identify the major functions of management.
21.03 List the characteristics of effective leaders/managers.
21.04 List the steps in problem solving.

22.0 DEMONSTRATE KNOWLEDGE OF BUSINESS LAW--The student will be able to:

22.01 Classify contracts as legal or illegal.
22.02 Select elements of an enforceable contract from a case situation.
22.03 Classify contracts which fall within the statute of frauds.
22.04 Identify basic kinds of commercial paper.
22.05 Identify requirements of negotiability.

23.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

23.01 Define entrepreneurship.
23.02 Describe the importance of entrepreneurship to the American economy.
23.03 List the advantages and disadvantages of business ownership.
23.04 Identify the risks involved n ownership of a business.
23.05 Identify the necessary personal characteristics of a successful entrepreneur.
23.06 Identify the business skills needed to operate a small business efficiently and effectively.

24.0 DEMONSTRATE KNOWLEDGE OF THE AMERICAN ENTERPRISE SYSTEM--The student will be able to:

24.01 Identify characteristics of the American enterprise system.
24.02 Define the economic cycle.
24.03 Illustrate the basic economic questions facing any society.
24.04 Determine the results of a change in demand or a change in supply.
24.05 List factors which contribute to economic growth.
24.06 Identify characteristics of different types of business ownership.
24.07 Identify basic types of consumer credit.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Basic Business Supervision PROGRAM NUMBER: 8215100

COURSE TITLE: Typewriting 1/Fundamentals COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Basic Business Supervision PROGRAM NUMBER: 8215100

COURSE TITLE: Accounting 1 COURSE NUMBER: 8203010

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
02.11 Complete, analyze, and correctly process an invoice.
02.13 Compute totals and sales tax on a sales slip.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business COURSE CREDIT: 1
PROGRAM TITLE: Basic Business Supervision PROGRAM NUMBER: 8215100
COURSE TITLE: Business Management and Law COURSE NUMBER: 8215110

COURSE DESCRIPTION:

This course is designed to provide an introduction to business management techniques. Topics include human relations, decision making, communication techniques, business law concepts, and characteristics of the American enterprise system.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.07 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.18 Solve problems involving comparison shopping.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.07 Participate in a group discussion as a leader.
07.11 Obtain appropriate information from pictures, maps or signs.
07.16 Find specific information in written materials.
07.17 Prepare, outline, and deliver a short speech.
07.18 Compose and key simple business letters (including a letter of recommendation).
07.19 Research and write a business report.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.
08.02 Identify business ethics.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.05 Compose and key an updated letter of application and a resume.
09.06 Conduct a job interview.
09.07 Review and evaluate applicant's preemployment forms, letter of application, resume, and letters of recommendation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--A student will be able to:

10.09 Identify terms commonly used in information processing.
10.10 Identify electronic business systems, equipment components, and media.
10.11 Sequence and define the six steps of a processing cycle.
10.12 Interpret operations of a flowchart of a simulated business job.
10.13 Check printout for error; correct and resubmit.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.01 Choose appropriate action in a situation requiring application of business management techniques.
21.02 Identify the major functions of management.
21.03 List the characteristics of effective leaders/managers.
21.04 List the steps in problem solving.

22.0 DEMONSTRATE KNOWLEDGE OF BUSINESS LAW--The student will be able to:

22.01 Classify contracts as legal or illegal.
22.02 Select elements of an enforceable contract from a case situation.
22.03 Classify contracts which fall within the statute of frauds.
22.04 Identify basic kinds of commercial paper.
22.05 Identify requirements of negotiability.

23.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

23.01 Define entrepreneurship.
23.02 Describe the importance of entrepreneurship to the American economy.
23.03 List the advantages and disadvantages of business ownership.
23.04 Identify the risks involved n ownership of a business.
23.05 Identify the necessary personal characteristics of a successful entrepreneur.
23.06 Identify the business skills needed to operate a small business efficiently and effectively.

24.0 DEMONSTRATE KNOWLEDGE OF THE AMERICAN ENTERPRISE SYSTEM--The student will be able to:

24.01 Identify characteristics of the American enterprise system.
24.02 Define the economic cycle.
24.03 Illustrate the basic economic questions facing any society.
24.04 Determine the results of a change in demand or a change in supply.
24.05 List factors which contribute to economic growth.
24.06 Identify characteristics of different types of business ownership.
24.07 Identify basic types of consumer credit.

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CURRICULUM FRAMEWORK
PROGRAM AREA: Business
FLORIDA DEPARTMENT OF EDUCATION
EFFECTIVE DATE: July, 1992
PROGRAM TITLE: Bookkeeping
CODE NUMBER: Secondary 8203200 Postsecondary AC00001
Florida CIP 0507.010300

SECONDARY SCHOOL CREDITS 4 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 x 9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 TEACH CBE @7 VOE @7 ACCTING @7 BOOKKEEPIN @4 @7	30,31	BUS ED @4 1 2 TEACH CBE @7 VOE @7 ACCTING @7 G BOOKKEEPIN @4 @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as bookkeepers (210.382-014) and posting clerks or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to compute, classify, and record numerical data to keep financial records and ledgers and to prepare monthly statements.

Computer assisted instruction may be a part of the instructional methods used in this program.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8203010	Accounting 1
8206110	Business Computer Applications 1
8203020	Accounting 2

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
05. Perform business records activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
13. Perform accounting activities.
17. Identify functions of computers.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: *Business* — *SECONDARY NUMBER:* *8203200*

PROGRAM TITLE: Bookkeeping — POSTSECONDARY NUMBER: AC00001

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
- 02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
- 02.11 Complete, analyze, and correctly process an invoice.
- 02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
- 02.13 Compute totals and sales tax on a sales slip.
- 02.15 Compute discounts.
- 02.16 Apply algebraic concepts to develop and interpret spreadsheets.
- 02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Enter data into an accounts payable system.
- 05.06 Enter data into an accounts receivable system.
- 05.07 Enter data into a cash payments system.
- 05.08 Enter data into a cash receipts system.
- 05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.
- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume applying principles of standard English.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
- 07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.01 Identify applications of computers in business.
- 10.04 Classify fields found within an employee payroll record.
- 10.05 Classify fields required on a purchase requisition.

10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietor-ship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.
13.04 Calculate, estimate, journalize, and post entries related to uncollectible accounts.
13.05 Calculate, record information into a company asset record, and journalize entries related to company assets and depreciation.
13.06 Using fifo, lifo, and weighted-average inventory costing methods, determine the cost of merchandise inventory.
13.07 Calculate interest and maturity dates for notes, then analyze and record transactions.
13.08 Record adjusting, closing, and reversing entries for accrued revenue and expenses.
13.09 Record payment of a dividend for a corporation, computing end-of-fiscal-period adjustments; and complete a work sheet, preparing statements and end-of-fiscal-period entries for a corporation.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Bookkeeping — PROGRAM NUMBER: 8203200

COURSE TITLE: Typewriting 1/Fundamentals — COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Bookkeeping PROGRAM NUMBER: 8203200

COURSE TITLE: Accounting 1 COURSE NUMBER: 8203010

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
- 02.11 Complete, analyze, and correctly process an invoice.
- 02.13 Compute totals and sales tax on a sales slip.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

- 13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
- 13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
- 13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business — COURSE CREDIT: 1
PROGRAM TITLE: Bookkeeping — PROGRAM NUMBER: 8203200
COURSE TITLE: Business Computer Applications 1 — COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

    02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
    02.15 Compute discounts.
    02.16 Apply algebraic concepts to develop and interpret spreadsheets.
    02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

    05.05 Enter data into an accounts payable system.
    05.06 Enter data into an accounts receivable system.
    05.07 Enter data into a cash payments system.
    05.08 Enter data into a cash receipts system.
    05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

    07.06 Participate in group discussion activities.
    07.08 Compose and key a letter of application and resume applying principles of standard English.
    07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
    07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

    10.04 Classify fields found within an employee payroll record.
    10.05 Classify fields required on a purchase requisition.
    10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
    10.07 Calculate batch totals for computer processing.
    10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

    17.01 Identify computer hardware and software.
    17.02 Identify generic data processing terms.
    17.03 Identify the relationship between a source document and a single transaction on a unit of record.
    17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
    17.05 Sequence and define the steps of a processing cycle.
    17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business
COURSE CREDIT: 1
PROGRAM TITLE: Bookkeeping
PROGRAM NUMBER: 8203200
COURSE TITLE: Accounting 2
COURSE NUMBER: 8203020

COURSE DESCRIPTION:

This course is designed to continue the study of accounting principles. Topics include depreciation, inventory, accruals, deferrals, notes, payroll, and tax-related forms. The use of computers is highly recommended.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

- 13.04 Calculate, estimate, journalize, and post entries related to uncollectible accounts.
- 13.05 Calculate, record information into a company asset record, and journalize entries related to company assets and depreciation.
- 13.06 Using fifo, lifo, and weighted-average inventory costing methods, determine the cost of merchandise inventory.
- 13.07 Calculate interest and maturity dates for notes, then analyze and record transactions.
- 13.08 Record adjusting, closing, and reversing entries for accrued revenue and expenses.
- 13.09 Record payment of a dividend for a corporation, computing end-of-fiscal-period adjustments; and complete a work sheet, preparing statements and end-of-fiscal-period entries for a corporation.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Business Administration and Management

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0506.049901

SECONDARY SCHOOL CREDITS ______ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _______

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other __________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment for mid-management positions in a variety of business environments as managers (161.167-010) or to provide supplemental training for persons previously or currently employed in management occupations.

The content includes instruction to individuals in the areas of planning, organizing, directing and controlling of a business, with emphasis on selected theories of management and decision making and the knowledge and understanding necessary for managing people and functions.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of calculators, keyboarding/typewriting systems, dictation/transcription equipment, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Develop human relations skills.
06. Develop appropriate grooming habits.
07. Perform job application activities.
08. Perform information processing activities.
09. Develop leadership skills.
10. Perform consumer economic activities.
11. Perform decision making activities.
12. Identify, classify, and demonstrate management activities.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business
SECONDARY NUMBER: ______________
PROGRAM TITLE: Business Administration and Management
POSTSECONDARY NUMBER: 0506.049901

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.
03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 PERFORM INFORMATION PROCESSING CONCEPTS--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Identify the major programming languages used in business data processing.
08.04 Locate requested information on a computer printout.
08.05 Locate errors on a computer printout.
08.06 Operate a microcomputer and appropriate software.

09.0 DEVELOP LEADERSHIP SKILLS-- the student will be able to:

09.01 Prepare an agenda.
09.02 Demonstrate the ability to conduct an orderly meeting.
09.03 Greet and introduce individuals.

10.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

10.01 Identify basic concepts of the American economic system.
10.02 Identify basic types and sources of consumer credit.

11.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

11.01 List the steps in problem solving.
11.02 Demonstrate the ability to determine the proper priority of work.
11.03 Prepare a day's schedule for an employer.
11.04 Choose appropriate action in situations requiring application of business ethics.
11.05 Choose appropriate action in situations requiring following a chain of command.
11.06 Choose appropriate action in situations requiring effective time management.
11.07 Identify ways to assign work to others.

12.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE MANAGEMENT ACTIVITIES--The student will be able to:

12.01 Identify the correct definition of management.
12.02 Identify management positions of styles.
12.03 Identify the major functions of management.
12.04 Classify activities as part of the planning function of management.
12.05 Classify activities as part of the organizing function of management.
12.06 Classify activities as part of the staffing function of management.
12.07 Classify activities as part of the directing function of management.

Business Administration and Management - Continued

12.08 Classify activities as part of the controlling function of management.
12.09 Distinguish among management functions.
12.10 Demonstrate a knowledge of the relationship between authority and responsibility to task accomplishment.
12.11 Select the most effective communication systems.
12.12 Identify problems and make an appropriate decision.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Business Administration Operations

CODE NUMBER: Secondary 8215000 Postsecondary GEB0991

Florida CIP 0506.040000

SECONDARY SCHOOL CREDITS 4 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 x 9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 MANAG SUPV ¢7 BOOKKEEPIN @4 @	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 MANAG SUPV @7 G BOOKKEEPIN @4 @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as employment interviewers (21508029), credit authorizers, messengers, and shipping and receiving clerks or to provide supplemental training for persons previously or currently employed in these businesses.

The content prepares individuals to become proficient in the planning, organizing, and controlling of a business. Emphasis is given to skill development in the area of business administration operations. Instruction prepares individuals to make sound decisions and to manage people and functions effectively.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8203010	Accounting 1
8206110	Business Computer Applications 1
8215110	Business Management and Law

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, peripheral equipment, and may include the use of dictation/transcription equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
05. Perform business records activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
13. Perform accounting activities.
17. Identify functions of computers.
21. Demonstrate knowledge of business management skills.
22. Demonstrate knowledge of business law.
23. Demonstrate an understanding of entrepreneurship.
24. Demonstrate knowledge of the American enterprise system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: 8215000
PROGRAM TITLE: Business Administration Operations POSTSECONDARY NUMBER: GEB0991

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.07 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
02.11 Complete, analyze, and correctly process an invoice.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.13 Compute totals and sales tax on a sales slip.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.
02.18 Solve problems involving comparison shopping.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.
07.07 Participate in a group discussion as a leader.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.
07.11 Obtain appropriate information from pictures, maps or signs.
07.16 Find specific information in written materials.
07.17 Prepare, outline, and deliver a short speech.
07.18 Compose and key simple business letters (including a letter of recommendation).
07.19 Research and write a business report.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.
08.02 Identify business ethics.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.05 Compose and key an updated letter of application and a resume.
09.06 Conduct a job interview.
09.07 Review and evaluate applicant's preemployment forms, letter of application, resume, and letters of recommendation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.
10.09 Identify terms commonly used in information processing.
10.10 Identify electronic business systems, equipment components, and media.
10.11 Sequence and define the six steps of a processing cycle.
10.12 Interpret operations of a flowchart of a simulated business job.
10.13 Check printout for error; correct and resubmit.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.01 Choose appropriate action in a situation requiring application of business management techniques.
21.02 Identify the major functions of management.
21.03 List the characteristics of effective leaders/managers.
21.04 List the steps in problem solving.

22.0 DEMONSTRATE KNOWLEDGE OF BUSINESS LAW--The student will be able to:

22.01 Classify contracts as legal or illegal.
22.02 Select elements of an enforceable contract from a case situation.
22.03 Classify contracts which fall within the statute of frauds.
22.04 Identify basic kinds of commercial paper.
22.05 Identify requirements of negotiability.

23.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

23.01 Define entrepreneurship.
23.02 Describe the importance of entrepreneurship to the American economy.
23.03 List the advantages and disadvantages of business ownership.
23.04 Identify the risks involved n ownership of a business.
23.05 Identify the necessary personal characteristics of a successful entrepreneur.
23.06 Identify the business skills needed to operate a small business efficiently and effectively.

24.0 DEMONSTRATE KNOWLEDGE OF THE AMERICAN ENTERPRISE SYSTEM--The student will be able to:

24.01 Identify characteristics of the American enterprise system.
24.02 Define the economic cycle.
24.03 Illustrate the basic economic questions facing any society.
24.04 Determine the results of a change in demand or a change in supply.
24.05 List factors which contribute to economic growth.
24.06 Identify characteristics of different types of business ownership.
24.07 Identify basic types of consumer credit.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Business Administration Operations PROGRAM NUMBER: 8215000

COURSE TITLE: Typewriting 1/Fundamentals COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Business Administration Operations
PROGRAM NUMBER: 8215000

COURSE TITLE: Accounting 1
COURSE NUMBER: 8203010

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

    02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
    02.11 Complete, analyze, and correctly process an invoice.
    02.13 Compute totals and sales tax on a sales slip.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

    13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
    13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
    13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Business Administration Operations PROGRAM NUMBER: 8215000

COURSE TITLE: Business Computer Applications 1 COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS   EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business   COURSE CREDIT: 1

PROGRAM TITLE: Business Administration Operations   PROGRAM NUMBER: 8215000

COURSE TITLE: Business Management and Law   COURSE NUMBER: 8215110

COURSE DESCRIPTION:

This course is designed to provide an introduction to business management techniques. Topics include human relations, decision making, communication techniques, business law concepts, and characteristics of the American enterprise system.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.07 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.18 Solve problems involving comparison shopping.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.07 Participate in a group discussion as a leader.
07.11 Obtain appropriate information from pictures, maps or signs.
07.16 Find specific information in written materials.
07.17 Prepare, outline, and deliver a short speech.
07.18 Compose and key simple business letters (including a letter of recommendation).
07.19 Research and write a business report.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.
08.02 Identify business ethics.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.05 Compose and key an updated letter of application and a resume.
09.06 Conduct a job interview.
09.07 Review and evaluate applicant's preemployment forms, letter of application, resume, and letters of recommendation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--A student will be able to:

10.09 Identify terms commonly used in information processing.
10.10 Identify electronic business systems, equipment components, and media.
10.11 Sequence and define the six steps of a processing cycle.
10.12 Interpret operations of a flowchart of a simulated business job.
10.13 Check printout for error; correct and resubmit.

21.0 DEMONSTRATE KNOWLEDGE OF BUSINESS MANAGEMENT SKILLS--The student will be able to:

21.01 Choose appropriate action in a situation requiring application of business management techniques.
21.02 Identify the major functions of management.
21.03 List the characteristics of effective leaders/managers.
21.04 List the steps in problem solving.

22.0 DEMONSTRATE KNOWLEDGE OF BUSINESS LAW--The student will be able to:

22.01 Classify contracts as legal or illegal.
22.02 Select elements of an enforceable contract from a case situation.
22.03 Classify contracts which fall within the statute of frauds.
22.04 Identify basic kinds of commercial paper.
22.05 Identify requirements of negotiability.

23.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

23.01 Define entrepreneurship.
23.02 Describe the importance of entrepreneurship to the American economy.
23.03 List the advantages and disadvantages of business ownership.
23.04 Identify the risks involved n ownership of a business.
23.05 Identify the necessary personal characteristics of a successful entrepreneur.
23.06 Identify the business skills needed to operate a small business efficiently and effectively.

24.0 DEMONSTRATE KNOWLEDGE OF THE AMERICAN ENTERPRISE SYSTEM--The student will be able to:

24.01 Identify characteristics of the American enterprise system.
24.02 Define the economic cycle.
24.03 Illustrate the basic economic questions facing any society.
24.04 Determine the results of a change in demand or a change in supply.
24.05 List factors which contribute to economic growth.
24.06 Identify characteristics of different types of business ownership.
24.07 Identify basic types of consumer credit.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Business Cooperative Education - OJT

CODE NUMBER: Secondary 8200410 Postsecondary GEB0949

Florida CIP 0507.9999CP

SECONDARY SCHOOL CREDITS Multiple COLLEGE CREDITS ___ POSTSECONDARY ADULT VOCATIONAL CREDITS ___

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 10-12; 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; TEACH CBE @7; VOE @7;
ANY BUSINESS/TC COOP ED E

I. MAJOR CONCEPTS/CONTENT: The purpose of this course is to provide the on-the-job training component when the cooperative method of instruction is used to prepare students for employment in business occupations. On-the-job experiences are provided as a part of a job preparatory program which will develop occupational competencies required for employment in the occupation chosen by the student as a career choice or to provide experiences that further develop the competencies acquired by the student in an in-school job preparatory program. This method of delivery is not intended for supplemental vocational course instruction and shall not be claimed for supplemental FTE purposes.

II. LABORATORY ACTIVITIES: A work station is provided as required to support the on-the-job training activities of the student.

III. SPECIAL NOTE: Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional course.

For the on-the-job training component, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed. The teacher/coordinator must visit each job site a minimum of once during each grading period for the purpose of evaluating the student's progress in attaining the competencies listed in the training plan.

The Cooperative - OJT course may be taken by a student for one or more semesters. A student may earn multiple credits in this course. The specific student performance standards which the student must achieve to earn credit must be specified in the OJT training plan.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Perform designated job skills.
02. Demonstrate work ethics.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business
SECONDARY NUMBER: 8200410
COURSE TITLE: Business Cooperative Education - OJT
POSTSECONDARY NUMBER: GEB0949

01.0 PERFORM DESIGNATED JOB SKILLS--The student will be able to:

01.01 Perform tasks as outlined in the training plan.
01.02 Demonstrate job performance skills.
01.03 Demonstrate safety procedures on the job.
01.04 Maintain appropriate records.
01.05 Attain an acceptable level of productivity.
01.06 Demonstrate appropriate dress and grooming habits.

02.0 DEMONSTRATE WORK ETHICS--The student will be able to:

02.01 Follow directions.
02.02 Demonstrate good human relations skills on the job.
02.03 Demonstrate good work habits.
02.04 Demonstrate acceptable business ethics.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Business Cooperative Education Organization and Management

CODE NUMBER: Secondary 8200420 Postsecondary GEB0948

Florida CIP 0507.9999OM

SECONDARY
SCHOOL CREDITS Multiple COLLEGE CREDITS ___ POSTSECONDARY ADULT
VOCATIONAL CREDITS ___

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 10-12, 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; TEACH CBE @7; VOE @7

I. MAJOR CONCEPTS/CONTENT: This course provides Business Cooperative Education students with a common class that can be used to reinforce and provide additional competencies in their selected Business Education Program. Curriculum may include maintaining job related forms and instruction in subjects related to the specific job that the student is performing.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and should include the use of automated office equipment.

III. SPECIAL NOTE: Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional course.

This course may be taken only by a student who is enrolled in the BCE-OJT course. A student may earn multiple credits in this course.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Perform designated job skills.
02. Demonstrate work ethics.
03. Develop leadership skills.
04. Perform activities related to employment forms.
05. Develop human relations skills.
06. Perform business communication activities.
07. Develop personal finance activities.
08. Peform decision making activities.
09. Demonstrate ability to operate job-related business equipment.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8200420

COURSE TITLE: Business Cooperative Education Organization and Management POSTSECONDARY NUMBER: GEB0948

01.0 PERFORM DESIGNATED JOB SKILLS--The student will be able to:

01.01 Perform tasks as outlined in the training plan.
01.02 Demonstrate job performance skills.
01.03 Demonstrate safety procedures on the job.
01.04 Attain an acceptable level of productivity.
01.05 Demonstrate appropriate dress and grooming habits.

02.0 DEMONSTRATE WORK ETHICS--The student will be able to:

02.01 Identify acceptable business ethics.
02.02 Choose appropriate action in a situation requiring application of business ethics.

03.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

03.01 Demonstrate knowledge of parliamentary procedure.
03.02 Perform activities relating to the Future Business Leaders of America/Phi Beta Lambda.
03.03 Participate in or lead a group discussion.

04.0 PERFORM ACTIVITIES RELATED TO EMPLOYMENT FORMS--The student will be able to:

04.01 Prepare and maintain training agreements and training plans.
04.02 Prepare and maintain employment related forms.
04.03 Complete an employment application.
04.04 Complete BCE time cards.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify behavior that promotes good human relations.
05.03 Identify ways to increase self-understanding.
05.04 Identify personality traits that increase job performance.
05.05 Analyze and develop written solutions to personal behavior problems.
05.06 Demonstrate good human relations skills.

06.0 PERFORM BUSINESS COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Classify behavior considered to be appropriate or inappropriate in a job interview situation.
06.02 Compose and type a letter of application and a resume.
06.03 Demonstrate job interview skills.
06.04 Compose and type a letter requesting a reference.
06.05 Compose and type a follow-up letter.
06.06 Greet and introduce callers and visitors.
06.07 Identify and demonstrate techniques of placing external and internal calls.
06.08 Identify and demonstrate procedures for taking and giving accurate messages.
06.09 Identify and demonstrate procedures for scheduling and canceling appointments.
06.10 Identify and demonstrate business telephone etiquette.

07.0 DEVELOP PERSONAL FINANCE ACTIVITIES--The student will be able to:

07.01 Prepare checks and stubs.
07.02 Endorse checks using appropriate endorsement.
07.03 Prepare a deposit slip and balance checkbook.
07.04 Prpeare bank statement reconciliations.
07.05 Prepare income tax related forms.

08.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

08.01 List the steps in problem solving.
08.02 Demonstrate the ability to place work responsibilities in order of priority.
08.03 Choose appropriate action in situations requiring following a chain of command.
08.04 Select appropriate ways to handle confidential information.
08.05 Identify appropriate ways to accept constructive criticism.

09.0 DEMONSTRATE ABILITY TO OPERATE JOB-RELATED BUSINESS EQUIPMENT--The student will be able to:

09.01 Identify commonly used terms associated with job-related business equipment.
09.02 Identify characteristics and usage of job-related business equipment.
09.03 Make decisions on equipment selection.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Business Data Processing

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.030100

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational Certificate _____Other ____________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as computer programmers (25105255), systems analyst trainees (012.167-066), microcomputer specialists and software application technicians. Students completing the business data processing certificate may specialize in business computer programming, software applications and computer operations. This program also provides supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to use methods and procedures to automate business applications, to utilize business software applications, and incorporate review of system and programming specifications to yield solutions to business applications problems.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the applications of various software packages using keyboarding/typewriting systems, computers and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is a certificate.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Perform human relations skills.
06. Develop appropriate grooming habits.
07. Perform job applicaton activities.

Business Data Processing - continued

08. Develop leadership activities.
09. Perform consumer economic activities.
10. Perform decision making activities.
11. Perform computer math computations.
12. Perform computer information systems analysis activities.
13. Perform programming/analysis activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ________

PROGRAM TITLE: Business Data Processing POSTSECONDARY NUMBER: 0507.030100

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication and division problems manually.
01.02 Solve addition, subtraction, multiplication and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months or years.
01.09 Determine whether sufficient, insufficient or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.
03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Prepare, outline and deliver a short oral presentation.
04.03 Participate in group discussion as a member and as a leader.
04.04 Obtain appropriate information from graphics, maps or signs.
04.05 Locate and record information retrieved from written resources including current business periodicals.
04.06 Research and compose a document containing statistical information.
04.07 Spell and define words, including business terminology.
04.08 Prepare visual material to support an oral presentation.
04.09 Compose reports, program documentation and other appropriate materials.
04.10 Communicate orally with personnel of various backgrounds and technical skills.
04.11 Write a business report.

05.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods of securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.
08.03 Greet and introduce individuals.
08.04 Demonstrate self-motivation and responsibility to complete an assigned task.
08.05 Identify the attributes of successful leadership.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Prepare a day's schedule for an employer.
10.04 Choose appropriate action in situations requiring application of business ethics.
10.05 Choose appropriate action in situations requiring following a chain of command.
10.06 Choose appropriate action in situations requiring effective time management.
10.07 Identify ways to assign work to others.

11.0 PERFORM COMPUTER MATH COMPUTATIONS--The student will be able to:

11.01 Demonstrate knowledge of computer number systems.
11.02 Demonstrate knowledge of computer arithmetic; logic/truth tables.

12.0 PERFORM COMPUTER INFORMATION SYSTEMS ANALYSIS ACTIVITIES--The student will be able to:

12.01 Describe the major steps in the systems development cycle.
12.02 Identify the type of software package most appropriate to the solution of a problem.
12.03 Identify and utilize the most appropriate word processing software package for a specific business situation.
12.04 Identify and utilize the most appropriate electronic spreadsheet software package for a specific business situation.
12.05 Identify and utilize the most appropriate data base/filing software package for a specific business situation.
12.06 Identify and perform tasks accomplished through an operating system.
12.07 Identify the most approprite software package and perform graphics activities.

Business Data Processing - Continued

13.0 PERFORM PROGRAMMING/ANALYSIS ACTIVITIES--The student will be able to:

- 13.01 Demonstrate competencies by writing data file programs in a programming language.
- 13.02 Write a program to solve a problem.
- 13.03 Write a program that utilizes a sorting technique.
- 13.04 Demonstrate a knowledge of various data communicaton techniques.
- 13.05 Demonstrate a knowledge of data base fundamentals.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

COURSE TITLE: Business Education Directed Study

CODE NUMBER: Secondary 8200100 Postsecondary _______

Florida CIP 0507.999901

SECONDARY SCHOOL CREDITS M COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS _______

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

___Postsecondary Vocational X Other 11-12; 30, 31

CERTIFICATION COVERAGE: ANY BUSINESS ED

I. MAJOR CONCEPTS/CONTENT: The purpose of this course is to provide students with additional competencies in a business education program that will enhance their opportunities for employment in the occupation chosen by the student.

The content is prescribed by the instructor based upon the individual student's assessed needs for the directed study.

II. LABORATORY ACTIVITIES: A work station is provided as required to support the training activities of the student.

III. SPECIAL NOTE: Future Business Leaders of America is the appropriate vocational student organization for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

This course may be taken only by a student who has completed, or is currently completing, all of the courses prescribed in the Course Code Directory for a specific secondary job preparatory program. A student may earn multiple credits in this course.

The specific student performance standards which the student must master to earn credit must be outlined an instructional plan developed by the instructor.

The student enrolled in this course must be reported using the Course Code Directory program number for the specific job preparatory program in which the student is continuing.

IV. INTENDED OUTCOMES: After successfully completing this course, the student will be able to:

01. Perform designated job skills.
02. Demonstrate a knowledge of the basic skills in mathematics and language appropriate for the chosen occupation.

STUDENT PERFORMANCE STANDARDS	EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business	SECONDARY NUMBER: 8200010
COURSE TITLE: Business Education Directed Study	POSTSECONDARY NUMBER: _____

01.0 PERFORM DESIGNATED JOB SKILLS--The student will be able to:

- 01.01 Demonstrate job performance skills.
- 01.02 Follow prescribed safety procedures.
- 01.03 Display increasingly higher levels of productivity.

02.0 DEMONSTRATE A KNOWLEDGE OF THE BASIC SKILLS IN MATHEMATICS AND LANGUAGE APPROPRIATE FOR THE CHOSEN OCCUPATION--The student will be able to:

- 02.01 Use addition, subtraction, multiplication, and division to solve problems encountered in the chosen occupation.
- 02.02 Read, understand, and find information relative to the chosen occupation.
- 02.03 Write logical and grammatically correct statements and reports with correct spelling appropriate for the chosen occupation.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Business Software Applications

CODE NUMBER: Secondary 8206400 Postsecondary CGS0996

Florida CIP 0507.030501

SECONDARY SCHOOL CREDITS 4 COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS X

APPLICABLE LEVEL(S): ___7-9 X 9-12 X Postsecondary Adult Vocational

___ Postsecondary Vocational X Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 TEC ELEC @7 BUS DP ¢7 ELECT DP @7 BOOKKEEPIN @4 @7	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 TEC ELEC @7 G BUS DP @7 G ELECT DP @7 G BOOKKEEPIN @4 @7 G CLERICAL @7 G SECRETAR @7 G ACCTING @7 G MANAG SUPV @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as detail programmers (219.367-026), software application specialists or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to utilize business software in the areas of word processing, spreadsheet, data base, and other integrated applications.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8206110	Business Computer Applications 1
8206410	Software Applications 1
8206420	Software Applications 2

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
05. Perform business records activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
12. Perform decision making activities.
14. Perform computer tasks.
15. Perform accounting software activities.
16. Perform database software activities.
17. Identify functions of computers.
19. Perform word processing software activities.
20. Perform spreadsheet software activities.
26. Identify functions of information processing.
27. Test programs.
28. Plan program design.
29. Code programs.
31. Perform program maintenance.
33. Identify communication software functions.
34. Perform integrated software activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8206400

PROGRAM TITLE: Business Software Applications POSTSECONDARY NUMBER: CGS0996

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.07 Determine where sufficient, insufficient, or extraneous information is given for solving a problem.
02.08 Solve markup and markdown problems, using a numeric keypad.
02.09 Solve compound interest problems, using a numeric keypad and compound interest table.
02.10 Solve finance charge and annual percentage rate problems.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.14 Solve commission problems, using a numeric keypad.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include areer plans.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.07 Establish priority of jobs.
12.08 Select most appropriate language for solving a problem.

14.0 PERFORM COMPUTER TASKS--The student will be able to:

14.01 List technical terms related to a computer.
14.02 Demonstrate how to access a computer.
14.03 Identify hardware components of a computer.
14.04 Operate peripherals.
14.05 Identify functions of an operating system.
14.06 Demonstrate file and diskette management using an operating system.
14.07 Set up and configure a computer system.
14.08 Demonstrate backup and restoration of a computer.
14.09 Install a software package.

15.0 PERFORM ACCOUNTING SOFTWARE ACTIVITIES--The student will be able to:

15.01 Identify the basic elements of the accounting cycle.
15.02 Prepare an eight-column work sheet.
15.03 Prepare a post-closing trial balance.
15.04 Record transactions in the general journal (journalize).
15.05 Post entries from the general journal to the general ledger.
15.06 Prepare an income statement.
15.07 Prepare an equity statement.
15.08 Prepare a balance sheet.
15.09 Prepare, record, and post adjusting entries.
15.10 Prepare, record, and post closing entries.
15.11 Identify financial report content for the accounting cycle.
15.12 Set up an integrated accounting package for an accounting cycle on a computer.

16.0 PERFORM DATABASE SOFTWARE ACTIVITIES--The student will be able to:

16.01 Design and document the file structure.
16.02 Input and save the database.
16.03 Maintain data files.
16.04 Sort and index data files.
16.05 Modify the file structure.
16.06 Generate custom reports from the data file.
16.07 Query a database (browse and skip records).
16.08 Design input screen, define editing and validate.
16.09 Define a database program.
16.10 Determine the input/output requirements for a database program.
16.11 Create a database program.
16.12 Debug and test program.
16.13 Prepare documentation for a database program.
16.14 Construct conditional branching and program loops.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.

17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

19.0 PERFORM WORD PROCESSING SOFTWARE ACTIVITIES--The student will be able to:

19.01 Demonstrate how to create, edit, print and save files in word processing.
19.02 Identify desktop publishing software.

20.0 PERFORM SPREADSHEET SOFTWARE ACTIVITIES--The student will be able to:

20.01 Interpret a spreadsheet.
20.02 Prepare and print a spreadsheet.
20.03 Create and print a graph.
20.04 Prepare and print a financial spreadsheet.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

26.01 Identify characteristics of high-level languages.
26.02 Identify characteristics of operating systems.
26.03 Identify characteristics of sequential, indexed sequential, random and direct files.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

28.01 Prepare a system flowchart.
28.02 Prepare a detailed flowchart for coding a program.
28.03 Prepare a printer spacing chart.
28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

29.01 Code a program in a high-level language for a business application program.
29.02 Utilize reference manuals for debugging in a high-level language.
29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modification of programs.
31.02 Update existing programs and documentation with changes.
31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

33.0 IDENTIFY COMMUNICATION SOFTWARE FUNCTIONS--The student will be able to:

33.01 Identify communication software.
33.02 Access communication software.
33.03 Identify networking systems.

34.0 PERFORM INTEGRATED SOFTWARE ACTIVITIES--The student will be able to:

34.01 Identify integrated software applications.
34.02 Prepare documents using integrated software.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Business Software Applications	PROGRAM NUMBER:	8206400
COURSE TITLE:	Typewriting 1/Fundamentals	COURSE NUMBER:	8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Business Software Applications PROGRAM NUMBER: 8206400

COURSE TITLE: Business Computer Applications 1 COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
- 02.15 Compute discounts.
- 02.16 Apply algebraic concepts to develop and interpret spreadsheets.
- 02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Enter data into an accounts payable system.
- 05.06 Enter data into an accounts receivable system.
- 05.07 Enter data into a cash payments system.
- 05.08 Enter data into a cash receipts system.
- 05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume applying principles of standard English.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
- 07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.04 Classify fields found within an employee payroll record.
- 10.05 Classify fields required on a purchase requisition.
- 10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
- 10.07 Calculate batch totals for computer processing.
- 10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

- 17.01 Identify computer hardware and software.
- 17.02 Identify generic data processing terms.
- 17.03 Identify the relationship between a source document and a single transaction on a unit of record.
- 17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
- 17.05 Sequence and define the steps of a processing cycle.
- 17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS   EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business   COURSE CREDIT: 1

PROGRAM TITLE: Business Software Applications   PROGRAM NUMBER: 8206400

COURSE TITLE: Software Applications 1   COURSE NUMBER: 8206410

COURSE DESCRIPTION:

This course is designed to develop entry-level skills for accounting, word processing, database, and spreadsheet applications software.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.07 Determine where sufficient, insufficient, or extraneous information is given for solving a problem.
02.08 Solve markup and markdown problems, using a numeric keypad.
02.09 Solve compound interest problems, using a numeric keypad and compound interest table.
02.10 Solve finance charge and annual percentage rate problems.
02.14 Solve commission problems, using a numeric keypad.

14.0 PERFORM COMPUTER TASKS--The student will be able to:

14.01 List technical terms related to a computer.
14.02 Demonstrate how to access a computer.
14.03 Identify hardware components of a computer.
14.04 Operate peripherals.
14.05 Identify functions of an operating system.
14.06 Demonstrate file and diskette management using an operating system.

15.0 PERFORM ACCOUNTING SOFTWARE ACTIVITIES--The student will be able to

15.01 Identify the basic elements of the accounting cycle.
15.02 Prepare an eight-column work sheet.
15.03 Prepare a post-closing trial balance.
15.04 Record transactions in the general journal (journalize).
15.05 Post entries from the general journal to the general ledger.
15.06 Prepare an income statement.
15.07 Prepare an equity statement.
15.08 Prepare a balance sheet.
15.09 Prepare, record, and post adjusting entries.
15.10 Prepare, record, and post closing entries.
15.11 Identify financial report content for the accounting cycle.
15.12 Set up an integrated accounting package for an accounting cycle on a computer.

16.0 PERFORM DATABASE SOFTWARE ACTIVITIES--The student will be able to:

16.01 Design and document the file structure.
16.02 Input and save the database.
16.03 Maintain data files.
16.04 Sort and index data files.
16.05 Modify the file structure.
16.06 Generate custom reports from the data file.
16.07 Query a database (browse and skip records).
16.08 Design input screen, define editing and validate.
16.09 Define a database program.

19.0 PERFORM WORD PROCESSING SOFTWARE ACTIVITIES--The student will be able to:

19.01 Demonstrate how to create, edit, print and save files in word processing.
19.02 Identify desktop publishing software.

20.0 PERFORM SPREADSHEET SOFTWARE ACTIVITIES--The student will be able to:

20.01 Interpret a spreadsheet.
20.02 Prepare and print a spreadsheet.
20.03 Create and print a graph.
20.04 Prepare and print a financial spreadsheet.

STUDENT PERFORMANCE STANDARDS　　EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business　　COURSE CREDIT: 1

PROGRAM TITLE: Business Software Applications　　PROGRAM NUMBER: 8206400

COURSE TITLE: Software Applications 2　　COURSE NUMBER: 8206420

COURSE DESCRIPTION:

This course is designed to provide an introduction to programming principles for business computer software applications to prepare students for entry-level positions.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.07 Establish priority of jobs.
12.08 Select most appropriate language for solving a problem.

14.0 PERFORM COMPUTER TASKS--The student will be able to:

14.07 Set up and configure a computer system.
14.08 Demonstrate backup and restoration of a computer.
14.09 Install a software package.

16.0 PERFORM DATABASE SOFTWARE ACTIVITIES--The student will be able to:

16.10 Determine the input/output requirements for a database program.
16.11 Create a database program.
16.12 Debug and test program.
16.13 Prepare documentation for a database program.
16.14 Construct conditional branching and program loops.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

26.01 Identify characteristics of high-level languages.
26.02 Identify characteristics of operating systems.
26.03 Identify characteristics of sequential, indexed sequential, random and direct files.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

28.01 Prepare a system flowchart.
28.02 Prepare a detailed flowchart for coding a program.
28.03 Prepare a printer spacing chart.
28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

29.01 Code a program in a high-level language for a business application program.
29.02 Utilize reference manuals for debugging in a high-level language.
29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modification of programs.
31.02 Update existing programs and documentation with changes.
31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

33.0 IDENTIFY COMMUNICATION SOFTWARE FUNCTIONS--The student will be able to:

33.01 Identify communication software.
33.02 Access communication software.
33.03 Identify networking systems.

34.0 PERFORM INTEGRATED SOFTWARE ACTIVITIES--The student will be able to:

34.01 Identify integrated software applications.
34.02 Prepare documents using integrated software.

CURRICULUM FRAMEWORK
PROGRAM AREA: Business
FLORIDA DEPARTMENT OF EDUCATION
EFFECTIVE DATE: July, 1992
PROGRAM TITLE: Clerk Typist
CODE NUMBER: Secondary 8209000 Postsecondary OFT0105
Florida CIP 0507.070200

SECONDARY SCHOOL CREDITS 3
COLLEGE CREDITS ______
POSTSECONDARY ADULT VOCATIONAL CREDITS X

APPLICABLE LEVEL(S): ___7-9 X 9-12 X Postsecondary Adult Vocational
___ Postsecondary Vocational X Other 30,31

CERTIFICATION COVERAGE:	9-12, 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 CLERICAL ¢7 STENOG @4 SECRETAR ¢7	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 CLERICAL @7 G STENOG @4 SECRETAR @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as clerk typists (203.362-010), clerks, information clerks, data entry clerks, coding clerks, invoicing clerks, clerk typist assistants, keyboarding clerks, or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to use keyboards in a variety of activities, including correspondence and compiling and typing of reports, application forms, business forms, and other data from clerical records. It includes instruction in filing records and reports, posting information to records, sorting and distributing mail, answering telephones, computing with calculating machines, and an introduction to computer concepts as an integral part of modern business.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209220	Office Procedures
8212010	Word Processing 1

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of typewriters, calculators, and automated equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telecommunication activities.
02. Perform mathematical applications.
03. Perform keyboarding activities.
04. Perform records management activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
12. Perform decision making activities.
18. Perform word processing activities.
49. Perform machine transcription activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8209000

PROGRAM TITLE: Clerk Typist POSTSECONDARY NUMBER: OFT0105

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.04 Update and key resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.
09.10 Identify sources of employment opportunities.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business
COURSE CREDIT: 1
PROGRAM TITLE: Clerk Typist
PROGRAM NUMBER: 8209000
COURSE TITLE: Typewriting 1/Fundamentals
COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS   EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business   COURSE CREDIT: 1

PROGRAM TITLE: Clerk Typist   PROGRAM NUMBER: 8209000

COURSE TITLE: Office Procedures   COURSE NUMBER: 8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communications, information processing, records management, telecommunications, business records, decision making, job application, consumer economics, and keyboarding.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

- 01.01 Identify current telecommunications equipment/methods.
- 01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
- 02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
- 02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
- 02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.08 Key a memorandum to multiple recipients.
- 03.09 Key business letters with enumerated items.
- 03.10 Key material from handwritten copy.
- 03.11 Key labels.
- 03.12 Key a two-page letter.
- 03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

- 04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
- 04.02 Index, code, sort, store, and retrieve documents.
- 04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.01 Prepare purchase requisitions.
- 05.02 Prepare purchase orders.
- 05.03 Prepare invoices.
- 05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

- 06.01 Identify alternative mail services.
- 06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
- 07.05 Compose and key business correspondence and related documents.
- 07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.08 Demonstrate job interview techniques.
- 09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Clerk Typist PROGRAM NUMBER: 8209000

COURSE TITLE: Word Processing 1 COURSE NUMBER: 8212010

COURSE DESCRIPTION:

This course is designed to provide instruction that will enable the student to perform the basic functions of input, edit, store, and retrieval utilizing electronic equipment.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.04 Update and key resume.
09.10 Identify sources of employment opportunities.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Computer Information Systems Analysis

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.030600

SECONDARY SCHOOL CREDITS ____ COLLEGE CREDITS X POSTSECONDARY ADULT VOCATIONAL CREDITS ____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

X Postsecondary Vocational ___ Other __________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as computer systems analysts (25102083), junior systems analysts, software application programmers, information systems specialists or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to analyze microcomputer oriented operating procedures and software applications packages in order to devise efficient methods of accomplishing work, plan study of work problems and procedures, such as organization changes, communications, information flow, integrated production methods, inventory control, or cost analysis; study existing data handling systems to evaluate effectiveness, and develop new systems to meet projected needs.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of various software packages using keyboarding/typewriting systems, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Perform human relations skills.
06. Develop appropriate grooming habits.
07. Perform job application activities.

Computer Information Systems Analysis - Continued

08. Develop leadership activities.
09. Perform consumer economic activities.
10. Perform decision making activities.
11. Perform computer math computations.
12. Perform data file activities.
13. Perform fundamental computer programming activities.
14. Perform computer information systems analysis activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ____________

PROGRAM TITLE: Computer Information Systems Analysis POSTSECONDARY NUMBER: 0507.030600

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.
03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Prepare, outline, and deliver a short oral presentation.
04.03 Participate in group discussion as a member and as a leader.
04.04 Obtain appropriate information from graphics, maps, or signs.
04.05 Locate and record information retrieved from written resources including current business periodicals.
04.06 Research and compose a document containing statistical information.
04.07 Spell and define words, including business terminology.
04.08 Prepare visual material to support an oral presentation.
04.09 Compose reports, program documentation, and other appropriate materials.
04.10 Communicate orally with personnel of various backgrounds and technical skills.
04.11 Write a business report.

05.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

- 05.01 Demonstrate appropriate work habits.
- 05.02 Identify traits that promote good human relations and increase job performance.
- 05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

- 06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 07.01 Identify sources of employment opportunities.
- 07.02 Complete employment forms.
- 07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 07.04 Compose and type a follow-up letter.
- 07.05 Compose and type a letter of application and a resume.
- 07.06 Compose and type a letter of resignation.
- 07.07 Demonstrate job interview skills.
- 07.08 Identify methods for securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

- 08.01 Prepare an agenda.
- 08.02 Demonstrate the ability to conduct an orderly meeting.
- 08.03 Greet and introduce individuals.
- 08.04 Demonstrate self-motivation and responsibility to complete an assigned task.
- 08.05 Identify the attributes of successful leadership.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

- 09.01 Identify basic concepts of the American economic system.
- 09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 10.01 List the steps in problem solving.
- 10.02 Demonstrate the ability to determine the proper priority of work.
- 10.03 Prepare a day's schedule for an employer.
- 10.04 Choose appropriate action in situations requiring application of business ethics.
- 10.05 Choose appropriate action in situations requiring following a chain of command.
- 10.06 Choose appropriate action in situations requiring effective time management.
- 10.07 Identify ways to assign work to others.

11.0 PERFORM COMPUTER MATH COMPUTATIONS--The student will be able to:

- 11.01 Demonstrate knowledge of computer systems.
- 11.02 Demonstrate knowledge of computer arithmetic: logic/truth tables.

12.0 PERFORM DATA FILE ACTIVITIES--The student will be able to:

- 12.01 Select the most efficient method of file organization for a given situation.
- 12.02 Identify security procedures to maintain integrity of files.

13.0 PERFORM FUNDAMENTAL COMPUTER PROGRAMMING ACTIVITIES--The student will be able to:

- 13.01 Demonstrate a knowledge of computer concepts and terminology.
- 13.02 Identify basic computer components and their functions.
- 13.03 Identify tasks adaptable to computer solutions.
- 13.04 Identify characteristics of various operating systems.
- 13.05 Identify the major steps in program analysis, development and implementation.
- 13.06 Develop documentation giving program specifications.
- 13.07 Construct documentation utilizing logic/analysis tools.

13.08 Utilize an appropriate programming language to code the program solution.
13.09 Develop appropriate test data for program execution.
13.10 Test, debug and modify documentation and/or programs.
13.11 Complete necessary forms and documents for production runs and operational procedures.
13.12 Provide documentation to implement the programming package into the system.
13.13 Utilize standard utility packages.
13.14 Write a program that produces a formatted report.

14.0 PERFORM COMPUTER INFORMATION SYSTEMS ANALYSIS ACTIVITIES--The student will be able to:

14.01 Prepare appropriate systems and analysis charts and other visual aids.
14.02 Describe the major steps in the systems development cycle.
14.03 Identify the type of software package most appropriate to the solution of a problem.
14.04 Identify the most appropriate software package and perform word processing activities.
14.05 Identify the most appropriate software package and perform electronic spreadsheet activities.
14.06 Identify the most appropriate software package and perform database/filing activities.
14.07 Identify the most appropriate software package and perform graphics activities.
14.08 Identify the most appropriate software package and perform integrated software activities.
14.09 Identify the most appropriate software package and perform data communications activities.
14.10 Identify the most appropriate software package and perform accounting/financial activities.
14.11 Identify the most appropriate software package and perform specialized activities such as CAD/CAM, statistical analysis, process control, etc.
14.12 Identify situations where software packages and/or custom developed packages need to be integrated with each other.
14.13 Identify situations where software packages and/or hardware need to be integrated with software/hardware available on other types of computers.
14.14 Write specialized application routines utilizing macros, database programming, and command files.
14.15 Select appropriate hardware devices to accomplish assigned tasks.
14.16 Identify causes of common hardware/software malfunctions.
14.17 Identify appropriate vendor sources for software, hardware and auxiliary supplies.
14.18 Identify skills necessary to install software packages.
14.19 Identify skills needed to train users in the operation of a software package.

CURRICULUM FRAMEWORK   PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION   EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Computer Operations

CODE NUMBER: Secondary 8206100   Postsecondary CGS0991

Florida CIP 0507.030200

SECONDARY SCHOOL CREDITS 3   COLLEGE CREDITS ______   POSTSECONDARY ADULT VOCATIONAL CREDITS X

APPLICABLE LEVEL(S): ___7-9   X 9-12   X Postsecondary Adult Vocational

___ Postsecondary Vocational   X Other 30, 31

CERTIFICATION COVERAGE:

9-12; 30,31	BUS ED @4 1 2	30,31	BUS ED @4 1 2
	VOE @7		VOE @7
	TEACH CBE @7		TEACH CBE @7
	TEC ELEC @7		TEC ELEC @7 G
	BUS DP @7		BUS DP @7 G
	ELECT DP @7		ELECT DP @7 G
	BOOKKEEPIN @4 @7		BOOKKEEPIN @4 @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as computer operators, except peripheral equipment (56011317) or data processing clerks, or to provide supplemental training for persons previously or currently employed in this occupational area.

The business computer and console operation program prepares individuals to operate electronic data processing computers. Instruction includes the review of program instructions, determination of procedures for a specific run, readying equipment for operation, manipulation and monitoring of controls during operation, troubleshooting, and on- and off-line operations.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8206110	Business Computer Applications 1
8206120	Business Computer Applications 2

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered anintegral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
05. Perform business records activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
14. Perform computer tasks.
17. Identify functions of computers.
44. Perform data management activities.
45. Process incoming jobs and final output.
46. Evaluate business computer operations.

STUDENT PERFORMANCE STANDARDS | EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business | SECONDARY NUMBER: 8206100
PROGRAM TITLE: Computer Operations | POSTSECONDARY NUMBER: CGS0991

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

14.0 PERFORM COMPUTER TASKS--The student will be able to:

14.04 Operate peripherals.
14.10 Prepare computer schedule for several days or more job specifications.
14.11 Change forms on printer.
14.12 Complete operator log of jobs.
14.13 Prepare a job execution.
14.14 Perform preventive systems maintenance.
14.15 Make a change in hardware configuration using installation/modification reference manual as a guideline.
14.16 Load and run a utility program.
14.17 Determine status of processing and pending jobs.
14.18 Maintain guidelines for computer center security.
14.19 Maintain guidelines for maintenance and control of documentation and manuals.
14.20 Maintain equipment and document all equipment failures.
14.21 Maintain an inventory of data processing hardware and software.
14.22 Perform backup/restore activities for programs and data files.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

44.0 PERFORM DATA MANAGEMENT ACTIVITIES--The student will be able to:

44.01 Apply file and diskette management procedures.

45.0 PROCESS INCOMING JOBS AND FINAL OUTPUT--The student will be able to:

45.01 Verify computer output against user request specifications.
45.02 Determine status of jobs to be processed.
45.03 Prepare a job for computer processing by obtaining input data, selecting appropriate storage media, selecting required operating instructions, and starting job according to installation standards.
45.04 File printouts and magnetic storage media.

46.0 EVALUATE BUSINESS COMPUTER OPERATIONS--The student will be able to:

46.01 Observe computer operations in a business/industry setting, or by audiovisual presentations.
46.02 Identify tasks performed by computer operations personnel.
46.03 Compare tasks performed by computer operations personnel.

(NOTE: It is recommended that the student performance standards in outcome 46.0 take place in a business/industry setting.)

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Computer Operations	PROGRAM NUMBER:	8206100
COURSE TITLE:	Typewriting 1/Fundamentals	COURSE NUMBER:	8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business — COURSE CREDIT: 1
PROGRAM TITLE: Computer Operations — PROGRAM NUMBER: 8206100
COURSE TITLE: Business Computer Applications 1 — COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Computer Operations PROGRAM NUMBER: 8206100

COURSE TITLE: Business Computer Applications 2 COURSE NUMBER: 8206120

COURSE DESCRIPTION:

This course is designed to develop computer management skills.

14.0 PERFORM COMPUTER TASKS--The student will be able to:

14.04 Operate peripherals.
14.10 Prepare computer schedule for several days or more job specifications.
14.11 Change forms on printer.
14.12 Complete operator log of jobs.
14.13 Prepare a job execution.
14.14 Perform preventive systems maintenance.
14.15 Make a change in hardware configuration using installation/modification reference manual as a guideline.
14.16 Load and run a utility program.
14.17 Determine status of processing and pending jobs.
14.18 Maintain guidelines for computer center security.
14.19 Maintain guidelines for maintenance and control of documentation and manuals.
14.20 Maintain equipment and document all equipment failures.
14.21 Maintain an inventory of data processing hardware and software.
14.22 Perform backup/restore activities for programs and data files.

44.0 PERFORM DATA MANAGEMENT ACTIVITIES--The student will be able to:

44.01 Apply file and diskette management procedures.

45.0 PROCESS INCOMING JOBS AND FINAL OUTPUT--The student will be able to:

45.01 Verify computer output against user request specifications.
45.02 Determine status of jobs to be processed.
45.03 Prepare a job for computer processing by obtaining input data, selecting appropriate storage media, selecting required operating instructions, and starting job according to installation standards.
45.04 File printouts and magnetic storage media.

46.0 EVALUATE BUSINESS COMPUTER OPERATIONS--The student will be able to:

46.01 Observe computer operations in a business/industry setting, or by audiovisual presentations.
46.02 Identify tasks performed by computer operations personnel.
46.03 Compare tasks performed by computer operations personnel.

(NOTE: It is recommended that the student performance standards in outcome 46.0 take place in a business/industry setting.)

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Computer Programming

CODE NUMBER: Secondary 8206000 — Postsecondary CGS0990

Florida CIP 0507.030000

SECONDARY SCHOOL CREDITS 4 — COLLEGE CREDITS ______ — POSTSECONDARY ADULT VOCATIONAL CREDITS X

APPLICABLE LEVEL(S): ___7-9 X 9-12 X Postsecondary Adult Vocational

___ Postsecondary Vocational X Other 30, 31

CERTIFICATION COVERAGE:

9-12; 30,31	BUS ED @4 1 2	30,31	BUS ED @4 1 2
	VOE @7		VOE @7
	TEACH CBE @7		TEACH CBE @7
	BUS DP @7		BUS DP @7 G
	TEC ELEC @7		TEC ELEC @7 G
	ELECT DP @7		ELECT DP @7 G
	BOOKKEEPIN @4 @7		BOOKKEEPIN @4 @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as programmers, business (020.162-014) and data control clerks, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to monitor and maintain data processing programs and operate computers, peripheral, and data entry equipment.

Listed below are the courses that comprise this program when offered at the secondary level.

8209010	Typewriting 1/Fundamentals
8206110	Business Computer Applications 1
8206010	Business Computer Programming 1
8206020	Business Computer Programming 2

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for the postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
05. Perform business records activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
12. Perform decision making activities.
17. Identify functions of computers.
26. Identify functions of information processing.
27. Test programs.
28. Plan program design.
29. Code programs.
31. Perform program maintenance.
32. Evaluate business computer programming tasks.
50. Perform advanced business computer programming techniques.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
- 02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
- 02.15 Compute discounts.
- 02.16 Apply algebraic concepts to develop and interpret spreadsheets.
- 02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Enter data into an accounts payable system.
- 05.06 Enter data into an accounts receivable system.
- 05.07 Enter data into a cash payments system.
- 05.08 Enter data into a cash receipts system.
- 05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.
- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume applying principles of standard English.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
- 07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.01 Identify applications of computers in business.
- 10.04 Classify fields found within an employee payroll record.
- 10.05 Classify fields required on a purchase requisition.

10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PEFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.07 Establish priority of jobs.
12.08 Select most appropriate language for solving a problem.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

26.01 Identify characteristics of high-level languages.
26.02 Identify characteristics of operating systems.
26.03 Identify characteristics of sequential, indexed sequential, random and direct files.
26.04 Identify needs for software development in business.
26.05 Identify causes of software development problems in business.
26.06 Identify the historical development of structured programming.
26.07 Identify most appropriate languages for solving business problems.
26.08 Identify high-level language program structure.
26.09 Identify high-level language elements.
26.10 Identify high-level language program contents.
26.11 Identify high-level language commands.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

28.01 Prepare a system flowchart.
28.02 Prepare a detailed flowchart for coding a program.
28.03 Prepare a printer spacing chart.
28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

29.01 Code a program in a high-level language for a business application program.
29.02 Utilize reference manuals for debugging in a high-level language.
29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modification of programs.
31.02 Update existing programs and documentation with changes.
31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

32.0 EVALUATE BUSINESS COMPUTER PROGRAMMING TASKS--The student will be able to:

32.01 Observe business computer programming in a business/industry setting, or by audio-visual presentations.
32.02 Identify tasks performed by business computer programming personnel.
32.03 Compare tasks performed by computer programmers.

(NOTE: It is recommended that the student performance standards in outcome 32.0 take place in a business/industry setting.)

50.0 PERFORM ADVANCED BUSINESS COMPUTER PROGRAMMING TECHNIQUES--The student will be:

50.01 Write a high-level language program which incorporates control breaks.
50.02 Write a high-level language program which includes at least one table and a table lookup routine.
50.03 Write a high-level language program using any combination of sort options.
50.04 Write a high-level language program to print a newly created master file.
50.05 Write a high-level language program to call a subroutine into an existing program using the appropriate statements.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Computer Programming
PROGRAM NUMBER: 8206000

COURSE TITLE: Typewriting 1/Fundamentals
COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Computer Programming PROGRAM NUMBER: 8206000

COURSE TITLE: Business Computer Applications 1 COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
- 02.15 Compute discounts.
- 02.16 Apply algebraic concepts to develop and interpret spreadsheets.
- 02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Enter data into an accounts payable system.
- 05.06 Enter data into an accounts receivable system.
- 05.07 Enter data into a cash payments system.
- 05.08 Enter data into a cash receipts system.
- 05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume applying principles of standard English.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
- 07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.04 Classify fields found within an employee payroll record.
- 10.05 Classify fields required on a purchase requisition.
- 10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
- 10.07 Calculate batch totals for computer processing.
- 10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

- 17.01 Identify computer hardware and software.
- 17.02 Identify generic data processing terms.
- 17.03 Identify the relationship between a source document and a single transaction on a unit of record.
- 17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
- 17.05 Sequence and define the steps of a processing cycle.
- 17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Computer Programming PROGRAM NUMBER: 8206000

COURSE TITLE: Business Computer Programming 1 COURSE NUMBER: 8206010

COURSE DESCRIPTION:

This course is designed to develop skills for business computer programming trainees.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.07 Establish priority of jobs.
12.08 Select most appropriate language for solving a problem.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

26.01 Identify characteristics of high-level languages.
26.02 Identify characteristics of operating systems.
26.03 Identify characteristics of sequential, indexed sequential, random and direct files.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

28.01 Prepare a system flowchart.
28.02 Prepare a detailed flowchart for coding a program.
28.03 Prepare a printer spacing chart.
28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

29.01 Code a program in a high-level language for a business application program.
29.02 Utilize reference manuals for debugging in a high-level language.
29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modification of programs.
31.02 Update existing programs and documentation with changes.
31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

32.0 EVALUATE BUSINESS COMPUTER PROGRAMMING TASKS--The student will be able to:

32.01 Observe business computer programming in a business/industry setting, or by audio-visual presentations.
32.02 Identify tasks performed by business computer programming personnel.
32.03 Compare tasks performed by computer programmers.

(NOTE: It is recommended that the student performance standards in outcome 32.0 take place in a business/industry setting.)

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business COURSE CREDIT: 1
PROGRAM TITLE: Computer Programming PROGRAM NUMBER: 8206000
COURSE TITLE: Business Computer Programming 2 COURSE NUMBER: 8206020

COURSE DESCRIPTION:

This course is designed to enhance skills in the areas of business computer programming and maintenance.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

26.04 Identify needs for software development in business.
26.05 Identify causes of software development problems in business.
26.06 Identify the historical development of structured programming.
26.07 Identify most appropriate languages for solving business problems.
26.08 Identify high-level language program structure.
26.09 Identify high-level language elements.
26.10 Identify high-level language program contents.
26.11 Identify high-level language commands.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modifications of programs.
31.02 Update existing programs and documentation with changes.

50.0 PERFORM ADVANCED BUSINESS COMPUTER PROGRAMMING TECHNIQUES--The student will be able to:

50.01 Write a high-level language program which incorporates control breaks.
50.02 Write a high-level language program which includes at least one table and a table lookup routine.
50.03 Write a high-level language program using any combination of sort options.
50.04 Write a high-level language program to print a newly created master file.
50.05 Write a high-level language program to call a subroutine into an existing program using the appropriate statements.

CURRICULUM FRAMEWORK   PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION   EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Computer Programming and Analysis

CODE NUMBER: Secondary _______   Postsecondary _______

Florida CIP 0507.030500

SECONDARY SCHOOL CREDITS ______   COLLEGE CREDITS X   POSTSECONDARY ADULT VOCATIONAL CREDITS _______

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

X Postsecondary Vocational ___ Other ___________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as programmers, chief, business (020.167-018), information systems programmers, process control programmers, electronic data processing managers, and programmers/analysts or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to analyze business situations and to design, develop and write computer programs; to store, locate, and retrieve specific documents, data, and information; analyze problems using logic/analysis tools, code into computer language; test, monitor, debug, document and maintain computer programs.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the design and development of computer programs using keyboarding/typewriting systems, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Perform human relations skills.
06. Develop appropriate grooming habits.
07. Perform job application activities.
08. Develop leadership skills.

Computer Programming and Analysis - Continued

09. Perform consumer economic activities.
10. Perform decision making activities.
11. Perform computer math computations.
12. Perform data file activities.
13. Perform fundamental computer programming activities.
14. Perform programming/analysis activities.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business — SECONDARY NUMBER: __________
PROGRAM TITLE: Computer Programming and Analysis — POSTSECONDARY NUMBER: 0507.030500

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.
03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Prepare, outline, and deliver a short oral presentation.
04.03 Participate in group discussion as a member and as a leader.
04.04 Obtain appropriate information from graphics, maps, or signs.
04.05 Locate and record information retrieved from written resources including current business periodicals.
04.06 Research and compose a document containing statistical information.
04.07 Spell and define words, including business terminology.
04.08 Prepare visual material to support an oral presentation.
04.09 Compose reports, program documentation, and other appropriate materials.
04.10 Communicate orally with personnel of various backgrounds and technical skills.
04.11 Write a business report.

05.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

08.01 Prepare an agenda.
08.02 Demonstrate the ability to conduct an orderly meeting.
08.03 Greet and introduce individuals.
08.04 Demonstrate self-motivation and responsibility to complete an assigned task.
08.05 Identify the attributes of successful leadership.

09.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

09.01 Identify basic concepts of the American economic system.
09.02 Identify basic types and sources of consumer credit.

10.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

10.01 List the steps in problem solving.
10.02 Demonstrate the ability to determine the proper priority of work.
10.03 Prepare a day's schedule for an employer.
10.04 Choose appropriate action in situations requiring application of business ethics.
10.05 Choose appropriate action in situations requiring following a chain of command.
10.06 Choose appropriate action in situations requiring effective time management.
10.07 Identify ways to assign work to others.

11.0 PERFORM COMPUTER MATH COMPUTATIONS--The student will be able to:

11.01 Demonstrate knowledge of computer number systems.
11.02 Demonstrate knowledge of computer arithmetic, logic/truth tables and algebraic considerations as they apply to programming.

12.0 PERFORM DATA FILE ACTIVITIES--The student will be able to:

12.01 Select the most efficient method of file organization for a given situation.

13.0 PERFORM FUNDAMENTAL COMPUTER PROGRAMMING ACTIVITIES--The student will be able to:

13.01 Demonstrate a knowledge of computer concepts and terminology.
13.02 Identify basic computer components and their functions.
13.03 Identify tasks adaptable to computer solutions.
13.04 Identify characteristics of various operating systems.
13.05 Identify the major steps in program analysis, development and implementation.
13.06 Develop documentation giving program specifications.
13.07 Construct documentation utilizing logic/analysis tools.

13.08 Utilize an appropriate programming language to code the program solution.
13.09 Develop appropriate test data for program execution.
13.10 Test, debug and modify documentation and/or programs.
13.11 Complete necessary forms and documents for production runs and operational procedures.
13.12 Provide documentation to implement the programming package into the system.
13.13 Utilize standard utility packages.
13.14 Write a program that produces a formatted report.

14.0 PERFORM PROGRAMMING/ANALYSIS ACTIVITIES--The student will be able to:

14.01 Demonstrate competencies by writing data file programs in more than one programming language.
14.02 Write a program that utilizes single or double dimensional arrays to solve a problem.
14.03 Write a program which creates, merges, accesses, sorts, and updates sequential files.
14.04 Write a program which creates, merges, accesses, sorts, and updates indexed sequential files.
14.05 Write a program which creates, merges, accesses, sorts, and updates random files.
14.06 Identify file organizations appropriate to linked lists, hashing functions, or indexing.
14.07 Demonstrate knowledge of various data communication techniques.
14.08 Demonstrate knowledge of data base fundamentals.
14.09 Demonstrate knowledge of how to apply analysis techniques to solve business problems.

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Computer Programming Trainee

CODE NUMBER: Secondary 8206300 Postsecondary ________

Florida CIP 0507.039901

SECONDARY SCHOOL CREDITS 4 COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 x 9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7; TEC ELEC @7;
BUS DP ¢7; ELECT DP @7; BOOKKEEPIN @4 @7

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as computer programmer aides/computer equipment operators (25108254) or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to convert problems into detailed flowcharts; code into computer language; test, monitor, debug, document and maintain computer programs; and design programs for specific uses and machines.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8203010	Accounting 1
8206110	Business Computer Applications 1
8206010	Business Computer Programming 1

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of typewriters, calculators and electronic data processing equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
05. Perform business records activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
12. Perform decision making activities.
13. Perform accounting activities.
17. Identify functions of computers.
26. Identify functions of information processing.
27. Test programs.
28. Plan program design.
29. Code programs.
31. Perform program maintenance.
32. Evaluate business computer programming tasks.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Computer Programming Trainee — PROGRAM NUMBER: 8206300

COURSE TITLE: Typewriting 1/Fundamentals — COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business COURSE CREDIT: 1
PROGRAM TITLE: Computer Programming Trainee PROGRAM NUMBER: 8206300
COURSE TITLE: Accounting 1 COURSE NUMBER: 8203010

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
02.11 Complete, analyze, and correctly process an invoice.
02.13 Compute totals and sales tax on a sales slip.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Computer Programming Trainee — PROGRAM NUMBER: 8206300

COURSE TITLE: Business Computer Applications 1 — COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
- 02.15 Compute discounts.
- 02.16 Apply algebraic concepts to develop and interpret spreadsheets.
- 02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Enter data into an accounts payable system.
- 05.06 Enter data into an accounts receivable system.
- 05.07 Enter data into a cash payments system.
- 05.08 Enter data into a cash receipts system.
- 05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume applying principles of standard English.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
- 07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.04 Classify fields found within an employee payroll record.
- 10.05 Classify fields required on a purchase requisition.
- 10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
- 10.07 Calculate batch totals for computer processing.
- 10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

- 17.01 Identify computer hardware and software.
- 17.02 Identify generic data processing terms.
- 17.03 Identify the relationship between a source document and a single transaction on a unit of record.
- 17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
- 17.05 Sequence and define the steps of a processing cycle.
- 17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business
COURSE CREDIT: 1
PROGRAM TITLE: Computer Programming Trainee
PROGRAM NUMBER: 8206300
COURSE TITLE: Business Computer Programming 1
COURSE NUMBER: 8206010

COURSE DESCRIPTION:

This course is designed to develop skills for business computer programming trainees.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.07 Establish priority of jobs.
12.08 Select most appropriate language for solving a problem.

26.0 IDENTIFY FUNCTIONS OF INFORMATION PROCESSING--The student will be able to:

26.01 Identify characteristics of high-level languages.
26.02 Identify characteristics of operating systems.
26.03 Identify characteristics of sequential, indexed sequential, random and direct files.

27.0 TEST PROGRAMS--The student will be able to:

27.01 Develop data for use in program testing.
27.02 Perform debugging activities.
27.03 Evaluate program test results.

28.0 PLAN PROGRAM DESIGN--The student will be able to:

28.01 Prepare a system flowchart.
28.02 Prepare a detailed flowchart for coding a program.
28.03 Prepare a printer spacing chart.
28.04 Examine existing utility programs and subroutines for application to a job.

29.0 CODE PROGRAMS--The student will be able to:

29.01 Code a program in a high-level language for a business application program.
29.02 Utilize reference manuals for debugging in a high-level language.
29.03 Utilize sequential, indexed sequential, random or direct files.

31.0 PERFORM PROGRAM MAINTENANCE--The student will be able to:

31.01 Review modification of programs.
31.02 Update existing programs and documentation with changes.
31.03 Locate requested information, verify totals, and manually correct errors on a computer printout.

32.0 EVALUATE BUSINESS COMPUTER PROGRAMMING TASKS--The student will be able to:

32.01 Observe business computer programming in a business/industry setting, or by audio-visual presentations.
32.02 Identify tasks performed by business computer programming personnel.
32.03 Compare tasks performed by computer programmers.

(NOTE: It is recommended that the student performance standards in outcome 32.0 take place in a business/industry setting.)

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Court Reporting

CODE NUMBER: Secondary ______ Postsecondary OFT0400

Florida CIP 0507.060200

SECONDARY SCHOOL CREDITS ______ COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; TEACH CBE @7; VOE @7; STENOG @4; SECRETAR @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as shorthand reporters (202.362-010), court clerks, court reporters, court reporter typists, or scopists or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares persons to use machine shorthand to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings and prepare transcripts. Instruction includes specialized terminology and procedures used in the legal, medical, and insurance fields; and, skills for recording two, three, and four-way conversations.

This program meets the National Court Reporters Association's minimum standards for approved educational programs.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of typewriters, shorthand machines, and a computer-aided transcription (CAT) system.

III. SPECIAL NOTE: An internship is part of this program.

Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 10.0, Reading 10.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 2850 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform communication activities.
02. Perform keyboarding/typewriting activities.
03. Demonstrate employability skills.
04. Demonstrate knowledge of legal principles and terminology.
05. Demonstrate knowledge of medical systems and terminology.
06. Perform machine shorthand skills.
07. Perform court reporting activities.
08. Demonstrate knowledge of computer/information systems.
09. Prepare for court reporter certification.
10. Demonstrate an understanding of entrepreneurship.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — SECONDARY NUMBER: ____________

PROGRAM TITLE: Court Reporting — POSTSECONDARY NUMBER: OFT0400

01.0 PERFORM COMMUNCIATION ACTIVITIES--The student will be able to:

01.01 Apply basic rules of English grammar, spelling, punctuation and capitalization to sentences, paragraphs, compositions and transcripts.
01.02 Use appropriate vocabulary.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Achieve a minimum of two 5-minute timed writings from unfamiliar material at a minimum of 60 net words per minute or 70 gross words per minute with a maximum of 5 errors.
02.02 Type and correct single and multi-page business letters and envelopes.
02.03 Proofread typewritten copies.

03.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

03.01 Complete application forms.
03.02 Compose and type resume.
03.03 Compose and type application letter.
03.04 Demonstrate appropriate job interview skills.
03.05 Demonstrate appropriate dress and grooming.
03.06 Conduct a job search.
03.07 Identify documents which may be required when applying for a job interview.
03.08 Identify or demonstrate appropriate responses to criticism from employer, supervisor or other employees.
03.09 Identify acceptable work habits.
03.10 Demonstrate knowledge of how to make job changes appropriately.
03.11 Demonstrate acceptable employee health habits.
03.12 Demonstrate a knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442.

04.0 DEMONSTRATE KNOWLEDGE OF LEGAL PRINCIPLES AND TERMINOLOGY--The student will be able to:

04.01 Identify and define legal and latin terminologies.
04.02 Identify basic legal concepts including civil and criminal law.
04.03 Explain the various court systems.
04.04 Explain the judicial system, including discovery, trial and appellate processes.
04.05 Define hearings and arbitrations.
04.06 Explain the legislative process.

05.0 DEMONSTRATE KNOWLEDGE OF MEDICAL SYSTEMS AND TERMINOLOGY--The student will be able to:

05.01 Identify the musculoskeletal system and the other body systems and functions.
05.02 Identify and spell medical terms including prefixes, root words and suffixes.
05.03 Identify and spell mental and physical diseases and drugs.
05.04 Use the Physician's Desk Reference.
05.05 Identify methods of researching medical information such as names and descriptions of diseases and drugs.

06.0 PERFORM MACHINE SHORTHAND SKILLS--The student will be able to:

06.01 Write a conflict-free shorthand system
06.02 Read aloud from shorthand notes, quickly locating portions to be read, maintaining composure while reading, reading distinctly and with authority to the satisfaction of the instructor.
06.03 Record and transcribe a minimum of two 5-minute 2-voice testimony tests at a rate of speed and accuracy as specified by the National Court Reporters Association.

06.04 Record and transcribe a minimum of two 5-minute jury charge tests at a rate of speed and accuracy as specified by the National Court Reporters Association.
06.05 Record and transcribe a minimum of two 5-minute literary tests at a rate of speed and accuracy as specified by the National Court Reporters Association.

07.0 PERFORM COURT REPORTING ACTIVITIES--The student will be able to:

07.01 Assume the role of the shorthand reporter through simulated trials and depositions, performing the following functions: administering an oath, marking and handling exhibits, indexing and storing notes, exercising responsibility for reporting the proceeding.
07.02 Prepare a salable transcript of an actual or simulated court proceeding by producing at least 10 pages of transcript in two hours or less including: title page, index, direct and cross examination, jury charge/opening and/or closing statements, certification page.
07.03 Define the terms of real-time and on-line translation.
07.04 Define the terms "CLVS" and describe the reporter's role in a video deposition.
07.05 Apply the NCRA Code of Professional Conduct in simulated situations and case studies.
07.06 Identify the appropriate reference sources used in transcript preparation.
07.07 Complete a verified internship of at least 50 hours of which 40 hours shall be spent in actual writing time.

08.0 DEMONSTRATE KNOWLEDGE OF COMPUTER/INFORMATION SYSTEMS--The student will be able to:

08.01 Operate a computer-aided transcription system.
08.02 Produce salable transcripts on a computer-aided transcription system including title page, index, certification page, direct and cross examination, parentheticals, colloquy, and such other entries as may appear in a given case.
08.03 Perform care and maintenance of basic computer hardware.
08.04 Explain the role that litigation support software plays in the judicial process.
08.05 Explain the application of various software packages in a reporting environment.

09.0 PREPARE FOR COURT REPORTER CERTIFICATION--The student will be able to:

09.01 Review court reporting terminology and procedures.
09.02 Achieve minimum shorthand speeds.

10.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

10.01 Define entrepreneurship.
10.02 Describe the importance of entrepreneurship to the American economy.
10.03 List the advantages and disadvantages of business ownership.
10.04 Identify the risks involved in ownership of a business.
10.05 Identify the necessary personal characteristics of a successful entrepreneur.
10.06 Identify the business skills needed to operate a small business efficiently and effectively.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Court Reporting Technology

CODE NUMBER: Secondary ______ Postsecondary ______

Florida CIP 0507.060201

SECONDARY SCHOOL CREDITS ______ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other ______________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as court clerks, administrative (243.262-010), scopists, and reporting agency owner/managers or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares persons to use machine shorthand to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings, prepare transcripts, or manage a court reporter department/office/agency. Instruction includes specialized terminology and procedures used in the legal, medical, and insurance fields; and, skills for recording two, three, and four-way conversations.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of typewriters, calculators, shorthand machines, and a computer-aided transcription (CAT) system.

III. SPECIAL NOTE: An internship is part of this program.

Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform communication activities.
03. Perform keyboarding/typewriting activities.
04. Apply employability skills.
05. Peform office procedures and operating practices.
06. Perform recordkeeping activities.
07. Demonstrate professional responsibility and development.
08. Demonstrate knowledge of legal and medical terminology.
09. Demonstrate knowledge of computer/information systems.
10. Perform shorthand skills.
11. Perform research activites.
12. Perform court reporting activities.
13. Perform decision making activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: ______________
PROGRAM TITLE: Court Reporting Technology POSTSECONDARY NUMBER: 0507.060201

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems consisting of whole numbers, decimal numbers, and mixed numbers manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a ten-key calculator.
01.03 Convert proper fractions to decimals.
01.04 Convert decimals to proper fractions.
01.05 Convert percentage to proper fractions.
01.06 Convert improper fractions to mixed numbers.
01.07 Convert mixed numbers to improper fractions.
01.08 Round off numbers to designated decimal places.
01.09 Round off mixed numbers to whole numbers.
01.10 Caluclate simple interest.
01.11 Calculate cash discounts.

02.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

02.01 Spell and define words.
02.02 Follow oral instructions.
02.03 Write grammatically correct sentences.
02.04 Write sentences with correct punctuation, capitalization, abbreviations, and numbers.
02.05 Compose and type business letters.
02.06 Compose and type interoffice memoranda.
02.07 Proofread and edit printed material for accuracy and meaning using proofreaders' symbols.
02.08 Write a research business report.
02.09 Give an oral presentation.
02.10 Compose and dictate for recording medium.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify principles of keyboarding/typewriting.
03.03 Demonstrate speed and accuracy in typing straight copy as defined by the National Shorthand Reporters Association.
03.04 Demonstrate speed and accuracy in typing non-technical material at a page rated defined by the National Shorthand Reporters Association.
03.05 Type and correct single and multi-page business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Proofread typewritten copies.
03.08 Type business letters containing special features, enumerated items and tabluated material requiring different sizes of stationery.
03.09 Type bound and unbound manuscripts with footnotes.
03.10 Complete production material within a specified time limit.
03.11 Type minutes of a meeting.

04.0 APPLY EMPLOYABILITY SKILLS--The student will be able to:

04.01 Complete application forms.
04.02 Compose and type resume.
04.03 Compose and type application letter.
04.04 Demonstrate appropriate job interview skills.
04.05 Demonstrate appropriate dress and grooming.

05.0 PERFORM OFFICE PROCEDURES AND OPERATING POLICIES--The student will be able to:

05.01 Identify telephone services and types of calls.
05.02 Locate telephone numbers and addresses.
05.03 Apply techniques of placing and answering calls.
05.04 Apply principles of alphabetic filing system.
05.05 Index and file shorthand notes.

05.06 Identify rules and regulations for destruction of notes.
05.07 Maintain appointment book.
05.08 Identify reprographic methods.
05.09 List appropriate equipment and supplies for a job.
05.10 Identify equipment, supply, and repair sources.
05.11 Identify mailing methods and services.
05.12 Process incoming and outgoing mail.

06.0 PERFORM RECORDKEEPING ACTIVITIES--The student will be able to:

06.01 Demonstrate basic bookkeeping procedures.
06.02 Maintain income and expense records for tax purposes.

07.0 DEMONSTRATE PROFESSIONAL RESPONSIBILITY AND DEVELOPMENT--The student will be able to:

07.01 Exhibit appropriate work habits and attitudes.
07.02 Develop solutions to job-related personal behavior problems.
07.03 Identify purposes of parliamentary procedure.
07.04 Identify confidentiality requirements relative to conduct and ethics.
07.05 Apply time management techniques.
07.06 Recognize professional reporting associations.
07.07 Recognize technical developments in the reporting field.
07.08 Create a professional development plan.
07.09 Identify the reporter's role as a notary public.
07.10 Complete notary application.

08.0 DEMONSTRATE KNOWLEDGE OF LEGAL AND MEDICAL TERMINOLOGY--The student will be able to:

08.01 Identify and spell legal terminology.
08.02 Identify and spell Latin terminology.
08.03 Identify and spell medical terminology.

09.0 DEMONSTRATE KNOWLEDGE OF COMPUTER/INFORMATION SYSTEMS--The student will be able to:

09.01 Identify computer hardware and peripherals.
09.02 Identify software applications.
09.03 Input, translate, edit, and output verbatim proceedings utilizing a CAT system.
09.04 Scope text appearing on CRT to correct errors and/or mistranslations.

10.0 PERFORM SHORTHAND SKILLS--The student will be able to:

10.01 Demonstrate the application of conflict-free shorthand theory.
10.02 Read aloud from shorthand notes at a rate as specified by the National Shorthand Reporters Association.
10.03 Utilize computer-aided transcription (CAT) for keying shorthand.
10.04 Record unfamiliar two-voice testimony dictation at a rate as specified by the National Shorthand Reporters Association.
10.05 Transcribe two-voice testimony at the minimum accuracy level as specified by the National Shorthand Reporters Association.
10.06 Record unfamiliar jury charge dictation at the rate as specified by the National Shorthand Reporters Association.
10.07 Transcribe jury charge dictation at the minimum accuracy level as specified by the National Shorthand Reporters Association.
10.08 Record unfamiliar literacy dictation at a rate as specified by the National Shorthand Reporters Association.
10.09 Transcribe literacy dictation at the minimum accuracy level as specified by the National Shorthand Reporters Association.

11.0 PERFORM RESEARCH ACTIVITIES--The student will be able to:

11.01 List the courts of Florida and identify jurisdiction.
11.02 List the courts of the Federal system and identify jurisdiction.
11.03 Identify legal and medical reference sources.
11.04 Identify standard legal research sources.

11.05 Idenfify general reference materials, directories, and dictionaries.
11.06 Identify elements of case citations.
11.07 Verify names, technical terms, quotations, and citations.

12.0 PERFORM COURT REPORTING ACTIVITIES--The student will be able to:

12.01 Define the role of the shorthand reporter in proceedings.
12.02 Identify unspoken actions required in the record.
12.03 Record, transcribe, and edit deposition according to Florida rules of procedure.
12.04 Record, transcribe, and edit jury trial according to Florida rules of procedure.
12.05 Demonstrate swearing or affirmation of witness.
12.06 Mark exhibits.
12.07 Complete a verified internship.

13.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

13.01 List the steps in problem solving.
13.02 Demonstrate the ability to determine the proper priority of work.
13.03 Choose appropriate action in situations requiring application of business ethics.
13.04 Select the vendor of office supplies and equipment to be purchased.
13.05 Evaluate job applicants on the basis of interviews.
13.06 Select items to include in new employees' orientation.
13.07 Budget office expenses.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Data Entry Operations

CODE NUMBER: Secondary 8206200 Postsecondary CGS0992

Florida CIP 0507.030300

SECONDARY SCHOOL CREDITS 2

COLLEGE CREDITS _____

POSTSECONDARY ADULT VOCATIONAL CREDITS x

APPLICABLE LEVEL(S): ___7-9 x 9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 TEACH CBE @7 TEC ELEC @7 BUS DP ¢7 VOE @7 ELECT DP @7 BOOKKEEPIN @4 @7	30,31	BUS ED @4 1 2 TEACH CBE @7 TEC ELEC @7 G BUS DP @7 G VOE @7 ELECT DP @7 G BOOKKEEPIN @4 @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as data entry keyers, except composing (56017383), data entry operators, data typists, or peripheral equipment operators, or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to operate key entry devices to convert source documents to machine input media for electronic data processing; to verify and convert data; and to monitor equipment during operation.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8206110	Business Computer Applications 1

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0.. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 300 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
05. Perform business records activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
17. Identify functions of computers.

STUDENT PERFORMANCE STANDARDS   EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business   SECONDARY NUMBER: 8206200
PROGRAM TITLE: Data Entry Operations   POSTSECONDARY NUMBER: CGS0992

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.
10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

Data Entry Operations - Continued

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 11.01 Identify basic concepts of the American economic system.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

- 17.01 Identify computer hardware and software.
- 17.02 Identify generic data processing terms.
- 17.03 Identify the relationship between a source document and a single transaction on a unit of record.
- 17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
- 17.05 Sequence and define the steps of a processing cycle.
- 17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Data Entry Operations — PROGRAM NUMBER: 8206200

COURSE TITLE: Typewriting 1/Fundamentals — COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Data Entry Operations PROGRAM NUMBER: 8206200

COURSE TITLE: Business Computer Applications 1 COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
- 02.15 Compute discounts.
- 02.16 Apply algebraic concepts to develop and interpret spreadsheets.
- 02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Enter data into an accounts payable system.
- 05.06 Enter data into an accounts receivable system.
- 05.07 Enter data into a cash payments system.
- 05.08 Enter data into a cash receipts system.
- 05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume applying principles of standard English.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
- 07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.04 Classify fields found within an employee payroll record.
- 10.05 Classify fields required on a purchase requisition.
- 10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
- 10.07 Calculate batch totals for computer processing.
- 10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

- 17.01 Identify computer hardware and software.
- 17.02 Identify generic data processing terms.
- 17.03 Identify the relationship between a source document and a single transaction on a unit of record.
- 17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
- 17.05 Sequence and define the steps of a processing cycle.
- 17.06 Identify symbols used in flowchart application.

CURRICULUM FRAMEWORK
PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION
EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Electronic/Desktop Publishing

CODE NUMBER: Secondary 8209300 Postsecondary GRA0410

Florida CIP 0507.060803

SECONDARY SCHOOL CREDITS 3
COLLEGE CREDITS ______
POSTSECONDARY ADULT VOCATIONAL CREDITS x

APPLICABLE LEVEL(S): ___ 7-9 x 9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2	30,31	BUS ED @4 1 2
		VOE @7		VOE @7
		TEACH CBE @7		TEACH CBE @7
		CLERICAL ¢7		CLERICAL @7 G
		SECRETAR ¢7		SECRETAR @7 G
		STENOG @4		STENOG @4
		ELECT DP @7		ELECT DP @7 G
		BUS DP ¢7		BUS DP @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as data entry keyers, composing (56021384), layout designers, composition supervisors, designers, phototypesetters, composer/editors, or to provide supplemental training for persons previously or currently employed in these occupations.

A phototypesetting specialist is an employee who is a word processing operator who enters special codes while keyboarding and revising text that is to be output on a photocomposition system. The individual will use knowledge of points, picas, typefaces, leading, format requirements, production techniques, and other aspects of typesetting and printing.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209310	Electronic/Desktop Publishing 1
8209320	Electronic/Desktop Publishing 2

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems and electronic equipment for storage, retrieval, and printing purposes.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher, and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 240.149 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

This typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
12. Perform decision making activities.
30. Perform electronic/desktop publishing operations.
47. Demonstrate knowledge of electronic/desktop publishing.
48. Perform mechanical creative support operations concepts.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8209300

PROGRAM TITLE: Electronic/Desktop Publishing POSTSECONDARY NUMBER: GRA0410

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:

30.01 Identify machine specifications and functions.
30.02 Prepare computer printer and scanner for operations.
30.03 Create a variety of documents using current electronic publishing software.
30.04 Scan documents.
30.05 Print documents with color vaporation spot color and process color and crop marks.
30.06 Proofread electronically and manually.
30.07 Perform manipulative disk file functions.
30.08 Perform text manipulation functions.
30.09 Perform graphic manipulation functions using the most used graphic software.
30.10 Produce a portfolio.

47.0 DEMONSTRATE A KNOWLEDGE OF ELECTRONIC/DESKTOP PUBLISHING--The student will be able to:

47.01 Identify the skills needed by an electronic desktop publisher.
47.02 Identify significant developments in the electronic/desktop publishing industry.
47.03 Define commonly used terms in graphic communications.
47.04 Identify characteristics of paper.
47.05 Identify software used in electronic/desktop publishing.

48.0 PERFORM MECHANICAL CREATIVE SUPPORT OPERATIONS CONCEPTS--The student will be able to:

48.01 Identify characteristics of type, type families, type series, and type styles.
48.02 Identify elements of design.
48.03 Copyfit and markup (specify type sizes and styles).
48.04 Paste up mechanical elements electronically.
48.05 Check and compare completed mechanical to comprehensive layout for final proofing.
48.06 Prepare rough layout design.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Electronic/Desktop Publishing — PROGRAM NUMBER: 8209300

COURSE TITLE: Typewriting 1/Fundamentals — COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Electronic/Desktop Publishing	PROGRAM NUMBER:	8209300
COURSE TITLE:	Electronic/Desktop Publishing 1	COURSE NUMBER:	8209310

COURSE DESCRIPTION:

This course is designed to develop skill in the entry-level requirements of electronic/desktop publishing and camera-ready copy. The content includes composition, copy preparation, layout design, and measurements. The use of computers is required.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:

30.01 Identify machine specifications and functions.
30.02 Prepare computer printer and scanner for operations.

47.0 DEMONSTRATE KNOWLEDGE OF ELECTRONIC/DESKTOP PUBLISHING CONCEPTS--The student will be able to:

47.01 Identify the skills needed by an electronic desktop publisher.
47.02 Identify significant developments in the electronic/desktop publishing industry.
47.03 Define commonly used terms in graphic communications.
47.04 Identify characteristics of paper.
47.05 Identify software used in electronic/desktop publishing.

48.0 PERFORM MECHANICAL CREATIVE SUPPORT OPERATIONS--The student will be able to:

48.01 Identify characteristics of type, type families, type series, and type styles.
48.02 Identify elements of design.
48.03 Copyfit and markup (specify type sizes and styles).
48.04 Paste up mechanical elements electronically.
48.05 Check and compare completed mechanical to comprehensive layout for final proofing.
48.06 Prepare rough layout design.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Electronic/Desktop Publishing PROGRAM NUMBER: 8209300

COURSE TITLE: Electronic/Desktop Publishing 2 COURSE NUMBER: 8209320

COURSE DESCRIPTION:

This course continues the development and refinement of electronic/desktop publishing skills. The content includes advanced application of composition, layout design, and camera-ready copy production. The use of computers is required.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.

30.0 PERFORM ELECTRONIC/DESKTOP PUBLISHING OPERATIONS--The student will be able to:

30.03 Create a variety of documents using current electronic publishing software.
30.04 Scan documents.
30.05 Print documents with color vaporation spot color and process color and crop marks.
30.06 Proofread electronically and manually.
30.07 Perform manipulative disk file functions.
30.08 Perform text manipulation functions.
30.09 Perform graphic manipulation functions using the most used graphic software.
30.10 Produce a portfolio.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Executive Secretarial Supervision

CODE NUMBER: Secondary _______ Postsecondary OFT0220

Florida CIP 0507.060302

SECONDARY SCHOOL CREDITS ____ COLLEGE CREDITS ____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7; STENOG @4; SECRETAR @7 G; MANAG SUPV @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as supervisors, personnel (209.132-010), office cluster supervisors, forms flow supervisors, office systems supervisors, information processing assistants, administrative support supervisors, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals for such activities as performing recordkeeping duties, maintaining basic personnel information, and providing support for management while continuing to perform routine secretarial duties including stenographic functions.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/ transcription equipment, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. The grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 1080 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform communication activities.
07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.
16. Perform machine dictation/transcription activities.
17. Perform stenographic activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ________

PROGRAM TITLE: Executive Secretarial Supervision POSTSECONDARY NUMBER: 0507.060302

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret line graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Solve problems involving length, width, or height.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Identify definitions of records management terminology.
04.07 Index, code, sort, and file correspondence geographically, alphabetically, chronologically, numerically, and by subject.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare a bank reconciliation.
05.05 Maintain petty cash records.
05.06 Record transactions in special journals.
05.07 Post journal entries to subsidiary ledgers.
05.08 Prepare payroll records.
05.09 Prepare purchase requisitions.
05.10 Prepare purchase orders.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Participate in group discussion as a member and as a leader.
06.04 Locate and record information retrieved from written resources including current business periodicals.
06.05 Spell and define words, including business terminology.
06.06 Dictate for recording medium.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business sytems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of a processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Interpret a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Verify the totals on a printout.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Demonstrate a knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on best reprographic method to use.
14.03 Identify correct definitions of terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify efficient ways to assign work to others.
15.08 Select the best way to handle confidential information.
15.09 Identify options for solving personnel problems.
15.10 Demonstrate appropriate office behavior.
15.11 Select items to include a new employee's orientation to the job.
15.12 Select and delegate tasks.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Identify terms used in machine transcription.
16.02 Demonstrate correct techniques in machine transcription.
16.03 Transcribe recorded dictation.

17.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

17.01 Take shorthand notes and transcribe them into mailable copy.

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Financial Records

CODE NUMBER: Secondary 8203100 — Postsecondary ACO0091

Florida CIP 0507.019901

SECONDARY SCHOOL CREDITS 3 — COLLEGE CREDITS ______ — POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 x 9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 ACCTING ¢7 BOOKKEEPIN @4 @7	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 ACCTING @7 G BOOKKEEPIN @4 @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as payroll and timekeeping clerks (55341323) and statistical clerks or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content includes such activities as keeping and verifying records of business or financial transactions; receiving and disbursing money in banks or other establishments; computing and verifying amounts due for goods and services; preparing payrolls and timekeeping records; and posting primary financial or statistical data to accounting records.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8203010	Accounting 1
8206110	Business Computer Applications 1

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems; calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

02. Perform mathematical applications.
03. Perform keyboarding activities.
05. Perform business records activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
13. Perform accounting activities.
17. Identify functions of computers.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: 8203100
PROGRAM TITLE: Financial Records POSTSECONDARY NUMBER: AC00091

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
02.11 Complete, analyze, and correctly process an invoice.
02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
02.13 Compute totals and sales tax on a sales slip.
02.15 Compute discounts.
02.16 Apply algebraic concepts to develop and interpret spreadsheets.
02.17 Select an appropriate format and construct tables or graphs using computer software.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.05 Enter data into an accounts payable system.
05.06 Enter data into an accounts receivable system.
05.07 Enter data into a cash payments system.
05.08 Enter data into a cash receipts system.
05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.06 Participate in group discussion activities.
07.08 Compose and key a letter of application and resume applying principles of standard English.
07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
07.10 Prepare a written analysis of a chart or graph.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.04 Classify fields found within an employee payroll record.
10.05 Classify fields required on a purchase requisition.

Financial Records - Continued

10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
10.07 Calculate batch totals for computer processing.
10.08 Balance a payroll register.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

17.01 Identify computer hardware and software.
17.02 Identify generic data processing terms.
17.03 Identify the relationship between a source document and a single transaction on a unit of record.
17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
17.05 Sequence and define the steps of a processing cycle.
17.06 Identify symbols used in flowchart application.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Financial Records	PROGRAM NUMBER:	8203100
COURSE TITLE:	Typewriting 1/Fundamentals	COURSE NUMBER:	8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.01 Complete employment forms.
- 09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Financial Records
PROGRAM NUMBER: 8203100

COURSE TITLE: Accounting 1
COURSE NUMBER: 8203010

COURSE DESCRIPTION:

This course emphasizes double entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity and the preparation and basic interpretation of financial statements. The use of computers is highly recommended.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.09 Solve compound interest problems, using numeric keypad and a compound interest table.
- 02.11 Complete, analyze, and correctly process an invoice.
- 02.13 Compute totals and sales tax on a sales slip.

13.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

- 13.01 Identify accounting terms and concepts and employ accounting procedures to start and operate a business organized as a proprietorship.
- 13.02 Calculate employee earnings and deductions; complete payroll records; prepare payroll checks; and analyze, journalize and post payroll transactions, preparing payroll tax reports.
- 13.03 Identify accounting terms and concepts and employ accounting procedures to operate a business organized as a partnership.

STUDENT PERFORMANCE STANDARDS   EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business   COURSE CREDIT: 1
PROGRAM TITLE: Financial Records   PROGRAM NUMBER: 8203100
COURSE TITLE: Business Computer Applications 1   COURSE NUMBER: 8206110

COURSE DESCRIPTION:

This course is designed to provide an introduction to computers and to develop entry-level skills for computer-related occupations using database, spreadsheet, and text editing.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.12 Interpret line graphs, circle graphs, bar graphs, and tables.
- 02.15 Compute discounts.
- 02.16 Apply algebraic concepts to develop and interpret spreadsheets.
- 02.17 Select an appropriate format and construct tables or graphs using computer software.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Enter data into an accounts payable system.
- 05.06 Enter data into an accounts receivable system.
- 05.07 Enter data into a cash payments system.
- 05.08 Enter data into a cash receipts system.
- 05.09 Enter data into a payroll system.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.06 Participate in group discussion activities.
- 07.08 Compose and key a letter of application and resume applying principles of standard English.
- 07.09 Read, interpret and apply information found in computer documentation (e.g., computer manuals).
- 07.10 Prepare a written analysis of a chart or graph.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.04 Classify fields found within an employee payroll record.
- 10.05 Classify fields required on a purchase requisition.
- 10.06 Classify characteristics of recording transactions as either online, point of sale, or manual.
- 10.07 Calculate batch totals for computer processing.
- 10.08 Balance a payroll register.

17.0 IDENTIFY FUNCTIONS OF COMPUTERS--The student will be able to:

- 17.01 Identify computer hardware and software.
- 17.02 Identify generic data processing terms.
- 17.03 Identify the relationship between a source document and a single transaction on a unit of record.
- 17.04 Identify major types of careers in data processing with the duties performed and educational requirements needed.
- 17.05 Sequence and define the steps of a processing cycle.
- 17.06 Identify symbols used in flowchart application.

CURRICULUM FRAMEWORK | PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION | EFFECTIVE DATE: July, 1992

PROGRAM TITLE: General Office Clerk

CODE NUMBER: Secondary ______ Postsecondary OFT0010

Florida CIP 0507.070500

SECONDARY SCHOOL CREDITS ______ COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7; SECRETAR @7 G; CLERICAL @7 G; STENOG @4

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as general office clerks (55347390), typists, file clerks, mail clerks, inventory clerks, records clerks, purchasing clerks, shipping clerks, classification clerks, micrographic clerks, office systems clerks, insurance clerks, government records clerks, insurance claims clerks, clerical office trainees, office clerks/workers, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to answer telephone and information requests, relay incoming, outgoing, and interoffice calls, supply information, file, process mail, perform keyboarding/typewriting and reprographic activities, and apply computer concepts. These activities may be in general, legal, medical, or governmental offices.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and includes the use of automated keyboarding/typewriting systems and calculators.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

If this program is offered for 450 hours or more, in accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 300 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Develop appropriate grooming habits.
10. Perform job application activities.
11. Perform information processing activities.
12. Develop leadership skills.
13. Perform consumer economics activities.
14. Demonstrate a knowledge of reprographic activities.

STUDENT PERFORMANCE STANDARDS   EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business   SECONDARY NUMBER: ____________

PROGRAM TITLE: General Office Clerk   POSTSECONDARY NUMBER: OFT0010

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers and addresses.
01.03 Identify telephone techniques of placing and answering telephone calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve commission problems.
02.04 Solve percentage problems.
02.05 Solve finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate correct keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type labels.
03.09 Type a two-page letter with an envelope.
03.10 Type different sizes of cards.
03.11 Type a memorandum to multiple recipients and address interoffice envelopes.
03.12 Type a report.
03.13 Type multi-copy preprinted business forms.
03.14 Type material from handwritten copy.
03.15 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Retrieve materials from files.
04.03 Define the different filing methods: alphabetic, geographic, subject, and numeric.
04.04 Cross-reference correspondence.
04.05 Identify types of filing supplies, equipment, and procedures.
04.06 Identify definitions of supplementary file terms.
04.07 Identify definitions of methods used in the management of manual and electronic records.
04.08 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.
05.05 Prepare purchase requisitions.
05.06 Prepare purchase orders.
05.07 Prepare invoices.
05.08 Prepare sales slips.
05.09 Maintain petty cash records.
05.10 Prepare payroll records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Classify mail.
06.02 Locate ZIP codes.
06.03 Identify special mail services.
06.04 Process mail.
06.05 Identify alternative courier and electronic mail services.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate and record information retrieved from written resources.
- 07.02 Spell and define words, including business terminology.
- 07.03 Follow oral and written instructions.
- 07.04 Write grammatically sound and complete sentences.
- 07.05 Write sentences with correct punctuation, capitalization, abbreviations, and numbers.
- 07.06 Participate in a group discussion as a member.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

- 08.01 Demonstrate appropriate work habits.
- 08.02 Identify traits that promote good human relations and increase job performance.

09.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

- 09.01 Identify appropriate attire and grooming for a business office.

10.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 10.01 Complete employment forms.
- 10.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 10.03 Compose and type a letter of application and a resume.
- 10.04 Identify sources of employment opportunities.
- 10.05 Demonstrate job interview skills.
- 10.06 Identify methods of securing an employment reference.
- 10.07 Compose and type a letter of follow-up.
- 10.08 Compose and type a letter of resignation.

11.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

- 11.01 Locate requested information on a computer printout.
- 11.02 Identify terms commonly used in information processing in general, legal, medical, and government offices.
- 11.03 Manually correct errors on a computer printout.
- 11.04 Verify the totals on the printout.
- 11.05 List major programming languages used in business data processing.
- 11.06 Identify applications of computers in business.
- 11.07 Identify the major components of an automated office system.
- 11.08 Manually correct errors on a computer printout.
- 11.09 Verify the totals on a computer printout.

12.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

- 12.01 Choose appropriate action in a situation requiring application of business ethics.
- 12.02 Identify basic principles of parliamentary procedure.

13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 13.01 Identify services performed by consumer information sources.
- 13.02 Identify basic concepts of the American economic system.
- 13.03 Identify advantages and disadvantages of consumer credit.
- 13.04 Identify types and sources of consumer credit.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

- 14.01 Identify characteristics of reprographic methods.
- 14.02 Make decisions on the best reprographic method.
- 14.03 Identify terms used in reprographics.
- 14.04 Identify characteristics of paper.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: International Business Management

CODE NUMBER: Secondary ______ Postsecondary ______

Florida CIP 0506.090100

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other ________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as administrative services managers (13014003) in international mid-management positions or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals with skills in various technical aspects of international business such as: marketing and distribution, banking and finance, cross-cultural communications, and international economics.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Develop human relations skills.
06. Develop appropriate grooming habits.
07. Perform job application activities.
08. Demonstrate knowledge of information processing activities
09. Develop leadership skills.
10. Perform consumer economic activities.
11. Perform decision making activities.

12. Demonstrate knowledge of international marketing and distribution activities.
13. Demonstrate knowledge of international banking and finance activities.
14. Demonstrate knowledge of international social and cultural business practices.
15. Demonstrate knowledge of international law and economic activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ____________

PROGRAM TITLE: International Business Management POSTSECONDARY NUMBER: 0506.090100

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.
03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING ACTIVITIES--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Identify the major programming languages used in business data processing.
08.04 Locate requested information on a computer printout.
08.05 Locate errors on a computer printout.

09.0 DEVELOP LEADERSHIP SKILLS-- the student will be able to:

09.01 Prepare an agenda.
09.02 Demonstrate the ability to conduct an orderly meeting.
09.03 Greet and introduce individuals.

10.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

10.01 Identify basic concepts of the American economic system.
10.02 Identify basic types and sources of consumer credit.

11.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

11.01 List the steps in problem solving.
11.02 Demonstrate the ability to determine the proper priority of work.
11.03 Prepare a day's schedule for an employer.
11.04 Choose appropriate action in situations requiring application of business ethics.
11.05 Choose appropriate action in situations requiring following a chain of command.
11.06 Choose appropriate action in situations requiring effective time management.
11.07 Identify ways to assign work to others.

12.0 DEMONSTRATE KNOWLEDGE OF INTERNATIONAL MARKETING AND DISTRIBUTION ACTIVITIES--The student will be able to:

12.01 Explain the international business relationships among countries and regions.
12.02 Identify international resources.
12.03 Prepare international sales and purchase agreements.
12.04 Demonstrate decision making abilities that generate marketing strategies using products, prices, places, and promotions related to international business.
12.05 Determine appropriate means of transportation.

12.06 Determine the cost of transportation.
12.07 Develop procedures for the processing of international documentation.
12.08 Identify the types of international business organizations and their structures.
12.09 Describe the appropriate use of international promotional tools.

13.0 DEMONSTRATE KNOWLEDGE OF INTERNATIONAL BANKING AND FINANCE ACTIVITIES--The student will be able to:

13.01 Determine the appropriate method of payment.
13.02 Describe the process of preparing instruments of international payment.
13.03 Identify sources of financing.
13.04 Prepare a financial application.
13.05 Convert current rates of exchange.
13.06 Describe the nature of barter and counter trade in international transactions.

14.0 DEMONSTRATE KNOWLEDGE OF INTERNATIONAL SOCIAL AND CULTURAL BUSINESS PRACTICES--The student will be able to:

14.01 Describe international business customs and practices.
14.02 Compare cultural differences.
14.03 Demonstrate an understanding of global geography.

15.0 DEMONSTRATE KNOWLEDGE OF INTERNATIONAL LAW AND ECONOMIC ACTIVITIES--The student will be able to:

15.01 Identify requirements necessary to comply with international contracts.
15.02 Identify requirements necessary to comply with international laws and treaties.
15.03 Explain the philosophy of international trade during the Mercantilist Era.
15.04 Debate the reasons for and against free trade.
15.05 State the types of trade barriers.
15.06 Explain the trend toward greater mobility of world resources.
15.07 Describe the role of the International Monetary Fund in the International Monetary System.
15.08 Describe the role of United States government agencies in international business.

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Junior Secretary

CODE NUMBER: Secondary 8212100 Postsecondary OFT0030

Florida CIP 0507.060601

SECONDARY SCHOOL CREDITS 4 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 x 9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 TEACH CBE @7 VOE @7 SECRETAR ¢7 STENOG @4	30,31	BUS ED @4 1 2 TEACH CBE @7 VOE @7 SECRETAR @7 G STENOG @4

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as junior secretaries (202.362-022), office assistant trainees, and administrative assistant trainees or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to take and transcribe direct dictation of correspondence, reports, and other materials. The individual will perform general office and information processing duties.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209220	Office Procedures
8212010	Word Processing 1
8212210	Shorthand 1

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of automated keyboarding/typewriting systems, calculators, and transcription equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telecommunication activities.
02. Perform mathematical applications.
03. Perform keyboarding activities.
04. Perform records management activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
12. Perform decision making activities.
18. Perform word processing activities.
25. Perform stenographic activities.
49. Perform machine transcription activities.

STUDENT PERFORMANCE STANDARDS
PROGRAM AREA: Business
PROGRAM TITLE: Junior Secretary

EFFECTIVE DATE: July, 1992
SECONDARY NUMBER: 8212100
POSTSECONDARY NUMBER: OFT0030

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.04 Update and key resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.
09.10 Identify sources of employment opportunities.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11,02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
25.02 Record and transcribe office style dictation.
25.03 Record unfamiliar dictated material and transcribe it in mailable form.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Junior Secretary	PROGRAM NUMBER:	8212100
COURSE TITLE:	Typewriting 1/Fundamentals	COURSE NUMBER:	8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Junior Secretary
PROGRAM NUMBER: 8212100

COURSE TITLE: Office Procedures
COURSE NUMBER: 8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communications, information processing, records management, telecommunications, business records, decision making, job application, consumer economics, and keyboarding.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Junior Secretary PROGRAM NUMBER: 8212100

COURSE TITLE: Word Processing 1 COURSE NUMBER: 8212010

COURSE DESCRIPTION:

This course is designed to provide instruction that will enable the student to perform the basic functions of input, edit, store, and retrieval utilizing electronic equipment.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.06 Participate in group discussion activities.
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.04 Update and key resume.
09.10 Identify sources of employment opportunities.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

STUDENT PERFORMANCE STANDARDS	EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business	COURSE CREDIT: 1

PROGRAM TITLE: Junior Secretary	PROGRAM NUMBER: 8212100

COURSE TITLE: Shorthand 1	COURSE NUMBER: 8212210

COURSE DESCRIPTION:

This course is designed to develop a shorthand skill utilized as a professional tool. The student will learn to read and write shorthand and transcribe shorthand plates as well as dictated notes.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
25.02 Record and transcribe office style dictation.
25.03 Record unfamiliar dictated material and transcribe it in mailable form.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Legal Secretarial

CODE NUMBER: Secondary _______ Postsecondary OFT0500

Florida CIP 0507.060401

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; STENOG @4; TEACH CBE @7; SECRETAR @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as legal secretaries (55102364), litigation secretaries, law library clerks, legal document processers, legal office clerks, legal records clerks, judicial clerks, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to record and transcribe communications and to prepare legal papers and correspondence, such as summons, complaints, motions, and subpoenas. Instruction will also include legal terminology and procedures.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, transcription equipment, microcomputers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. The grade level number corresponds to a grade equivalent socre obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 1260 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform keyboarding/typewriting activities.
02. Perform math computations.
03. Perform communication activities.
04. Perform telephone activities.
05. Perform data/information processing activities.
06. Perform filing activities.
07. Demonstrate a knowledge of reprographic activities.
08. Perform business records activities.
09. Demonstrate a knowledge of human relations skills.
10. Perform stenographic activities.
11. Perform mail handling activities.
12. Perform consumer economics activities.
13. Develop leadership skills.
14. Develop appropriate grooming habits.
15. Perform job application activities.
16. Perform machine transcription activities.
17. Perform decision making activities.
18. Perform legal secretarial activities.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — SECONDARY NUMBER: ________

PROGRAM TITLE: Legal Secretarial — POSTSECONDARY NUMBER: OFT0500

01.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

01.01 Demonstrate keyboarding/typewriting techniques.
01.02 Identify operative parts of keyboarding equipment.
01.03 Demonstrate speed and accuracy in typing straight-copy material.
01.04 Type business letters and envelopes.
01.05 Type interoffice memoranda.
01.06 Type tabulated information.
01.07 Type a two-page letter with an envelope.
01.08 Type business letters containing special features.
01.09 Type a memorandum to multiple recipients and address interoffice envelopes.
01.10 Type labels.
01.11 Type a report.
01.12 Type multi-copy preprinted business forms.
01.13 Type material from handwritten copy.
01.14 Type a standard document by merging selected paragraphs and variable information.
01.15 Type minutes of a meeting.
01.16 Type from rough draft copy containing proofreaders' marks.
01.17 Type business letters with enumerated items.
01.18 Proofread printed copies.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.

03.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

03.01 Follow oral and written instructions.
03.02 Spell and define words, including legal terminology.
03.03 Locate and record information found in standard and legal reference sources.
03.04 Compose and type legal correspondence and related documents.

04.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

04.01 Identify telephone services and types of calls.
04.02 Locate telephone numbers and addresses.
04.03 Identify techniques of answering and placing calls.
04.04 Identify and demonstrate procedures for recording and relaying accurate messages.
04.05 Identify and demonstrate procedures for screening calls.
04.06 Identify and demonstrate procedures for placing and maintaining calls on hold.
04.07 Identify and demonstrate procedures for handling disconnected calls.
04.08 Identify and demonstrate procedures for interrupting and terminating calls.
04.09 Identify and demonstrate procedures for transferring calls.
04.10 Identify and demonstrate procedures for placing calls (including using time zones.)
04.11 Maintain a telephone log.

05.0 PERFORM DATA/INFORMATION PROCESSING ACTIVITIES--The student will be able to:

05.01 Edit letters and documents on automated equipment.
05.02 Input, store, and output documents created from handwritten, typed, and dictated material using automated equipment.
05.03 Revise stored documents and output them using equipment. Legal
05.04 Perform "boot-up" procedures on a microcomputer.
05.05 Identify automated systems, equipment components, and electronic media.

05.06 Identify the advantages of a hard disk system.
05.07 Design, input, and print a spreadsheet.
05.08 Demonstrate input/output techniques using a database.
05.09 Demonstrate a knowledge of a telecommunication system.

06.0 PERFORM FILING ACTIVITIES--The student will be able to:

06.01 Index, code, sort, and store materials alphabetically and numerically.
06.02 Identify types of filing supplies, equipment, and procedures.
06.03 Retrieve materials from files; complete an out card and check out record.
06.04 Identify methods used in the management of manual and electronic files.

07.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

07.01 Identify characteristics of reprographic methods.
07.02 Make decisions on the best reprographic method.

08.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

08.01 Prepare checks and stubs.
08.02 Endorse checks using special endorsements.
08.03 Prepare a deposit slip and adjust checkbook.
08.04 Prepare bank reconciliations.
08.05 Maintain petty cash records.
08.06 Post journal entries to subsidiary records.
08.07 Prepare payroll records.

09.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

09.01 Demonstrate appropriate work habits.
09.02 Identify traits that promote good human relations and increase job performance.

10.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

10.01 Take shorthand dictation and transcribe in mailable form.
10.02 Enhance speed and transcription skill using legal terminology.

11.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

11.01 Classify mail.
11.02 Locate ZIP codes.
11.03 Process mail.
11.04 Identify alternative courier and electronic mail services.
11.05 Identify special mail services.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify services performed by consumer information sources.
12.02 Identify basic principles of the American economic system.
12.03 Identify advantages and disadvantages of consumer credit.
12.04 Identify types and sources of consumer credit.
12.05 Identify advantages of budgeting in personal financial planning.
12.06 Identify the advantages of insurance in professional planning.

13.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

13.01 Choose appropriate action in a situation requiring application of legal office ethics.
13.02 Greet and introduce individuals.
13.03 Identify basic principles of parliamentary procedure.
13.04 Demonstrate a knowledge of professional organizations.

14.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

14.01 Identify appropriate attire and grooming for a legal office.

15.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 15.01 Complete employment forms.
- 15.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
- 15.03 Compose and type a letter of application and a resume.
- 15.04 Identify sources of employment opportunities.
- 15.05 Identify methods of securing an employment reference.
- 15.06 Compose and type a follow-up letter.
- 15.07 Compose and type a letter of resignation.
- 15.08 Demonstrate job interview skills.

16.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

- 16.01 Transcribe recorded dictation of legal correspondence and other documents.

17.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 17.01 List the steps in problem solving.
- 17.02 Demonstrate the ability to determine work priorities.
- 17.03 Select the best way to handle confidential information.
- 17.04 Choose appropriate action in a situation requiring effective time management.

18.0 PERFORM LEGAL SECRETARIAL ACTIVITIES--The student will be able to:

- 18.01 Identify printed and electronic sources of legal information.
- 18.02 Define and spell legal terminology.
- 18.03 List in proper order the courts of Florida and the jurisdiction of each.
- 18.04 Identify the court in which legal documents should be filed.
- 18.05 Maintain records for assessing client charges.
- 18.06 Maintain an appointment book.
- 18.07 Maintain a tickler file for docket control.
- 18.08 Demonstrate a knowledge of the document formats required by the court systems.

CURRICULUM FRAMEWORK

PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION

EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Legal Secretarial Supervision

CODE NUMBER: Secondary _______ Postsecondary OFT0510

Florida CIP 0507.060402

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; STENOG @4; TEACH CBE @7; SECRETAR @7 G; MANAG SUPV @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as supervisors, legal support personnel (169.167-014), legal office supervisors, legal document supervisors, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to record and transcribe communications and to perform supervisory legal secretarial duties using a knowledge of legal terminology and legal office procedures.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, microcomputers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. The grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 1350 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform keyboarding/typewriting activities.
02. Perform math computations.
03. Perform communication activities.
04. Perform telephone activities.
05. Perform data/information processing activities.
06. Perform filing activities.
07. Demonstrate a knowledge of reprographic activities.
08. Perform business records activities.
09. Demonstrate a knowledge of human relations skills.
10. Perform stenographic activities.
11. Perform mail handling activities.
12. Perform consumer economics activities.
13. Develop leadership skills.
14. Develop appropriate grooming habits.
15. Perform job application activities.
16. Perform machine dictation/transcription activities.
17. Perform decision making activities.
18. Perform legal secretarial activities.
19. Perform legal office supervision activities.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business
SECONDARY NUMBER: __________
PROGRAM TITLE: Legal Secretarial Supervision
POSTSECONDARY NUMBER: OFT0510

01.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

01.01 Demonstrate keyboarding/typewriting techniques.
01.02 Identify operative parts of keyboarding/typewriting equipment.
01.03 Demonstrate speed and accuracy in typing straight-copy material.
01.04 Type business letters and envelopes.
01.05 Type interoffice memoranda.
01.06 Type tabulated information.
01.07 Type a two-page letter.
01.08 Type business letters containing special features.
01.09 Type a memorandum to multiple recipients and address interoffice envelopes.
01.10 Type labels.
01.11 Type a report.
01.12 Type multi-copy preprinted business forms.
01.13 Type material from handwritten copy.
01.14 Type a standard document by merging selected paragraphs and variable information.
01.15 Type minutes of a meeting.
01.16 Type from rough draft copy containing proofreaders' marks.
01.17 Type business letters with enumerated items.
01.18 Proofread printed copies.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.

03.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

03.01 Follow oral and written instructions.
03.02 Spell and define words, including legal terminology.
03.03 Locate and record information found in standard and legal reference sources.
03.04 Compose and type legal correspondence and related documents.

04.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

04.01 Identify telephone services and types of calls.
04.02 Locate telephone numbers and addresses.
04.03 Identify techniques of answering and placing calls.
04.04 Identify and demonstrate procedures for recording and relaying accurate messages.

05.0 PERFORM DATA/INFORMATION PROCESSING ACTIVITIES--The student will be able to:

05.01 Edit letters and documents on automated equipment.
05.02 Input, store, and output documents created from handwritten, typed, and dictated material using automated equipment.
05.03 Revise stored documents and output them using automated equipment.
05.04 Perform "boot-up" procedures on a microcomputer.
05.05 Identify automated systems, equipment components, and electronic media.
05.06 Identify the advantages of a hard disk system.
05.07 Design, input, and print a spreadsheet.
05.08 Demonstrate input/output techniques using a database.
05.09 Demonstrate a knowledge of a telecommunication system.

06.0 PERFORM FILING ACTIVITIES--The student will be able to:

06.01 Index, code, sort, and store materials alphabetically and numerically.
06.02 Identify types of filing supplies, equipment, and procedures.
06.03 Retrieve materials from files; complete an out card and check out record.
06.04 Identify methods used in the management of manual and electronic files.

07.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

07.01 Identify characteristics of reprographic methods.
07.02 Make decisions on the best reprographic method.

08.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

08.01 Prepare checks and stubs.
08.02 Endorse checks using special endorsements.
08.03 Prepare a deposit slip and adjust checkbook.
08.04 Prepare bank reconciliations.
08.05 Maintain petty cash records.
08.06 Post journal entries to subsidiary records.
08.07 Prepare payroll records.
08.08 Maintain work schedules for payroll purposes.

09.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

09.01 Demonstrate appropriate work habits.
09.02 Identify traits that promote good human relations and increase job performance.

10.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

10.01 Take shorthand dictation and transcribe in mailable form.
10.02 Enhance speed and transcription skills using legal terminology.

11.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

11.01 Classify mail.
11.02 Locate ZIP codes.
11.03 Process mail.
11.04 Identify alternative courier and electronic mail services.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify services performed by consumer information sources.
12.02 Identify basic principles of the American economic system.
12.03 Identify advantages and disadvantages of consumer credit.
12.04 Identify types and sources of consumer credit.
12.05 Identify advantages of budgeting in personal financial planning.
12.06 Identify the advantages of insurance in professional planning.
12.07 Identify elements of a contract.

13.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

13.01 Choose appropriate action in a situation requiring application of legal office ethics.
13.02 Greet and introduce individuals.
13.03 Identify basic principles of parliamentary procedure.
13.04 Demonstrate a knowledge of professional organizations.
13.05 Prepare an agenda.

14.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

14.01 Identify appropriate attire and grooming for a legal office.

15.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

15.01 Complete employment forms.
15.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.

15.03 Compose and type a letter of application and a resume.
15.04 Identify sources of employment opportunities.
15.05 Compose and type a follow-up letter.
15.06 Compose and type a letter of resignation.
15.07 Demonstrate job interview skills.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Transcribe recorded dictation of legal correspondence and other documents.
16.02 Dictate to recorded medium.

17.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

17.01 List the steps in problem solving.
17.02 Demonstrate the ability to determine work priorities.
17.03 Select the best way to handle confidential information.
17.04 Apply time management techniques.
17.05 Demonstrate a knowledge of laws regulating photocopying of documents.

18.0 PERFORM LEGAL SECRETARIAL ACTIVITIES--The student will be able to:

18.01 Identify printed and electronic sources of legal information.
18.02 Define and spell legal terminology.
18.03 List in proper order the courts of Florida and the jurisdiction of each.
18.04 Identify the court in which legal documents should be filed.
18.05 Maintain records for assessing client charges.
18.06 Maintain an appointment book.
18.07 Maintain a tickler file for docket control.
18.08 Demonstrate a knowledge of the document formats required by the court systems.
18.09 Demonstrate a knowledge of the fiduciary relationship between client and attorney.

19.0 PERFORM LEGAL OFFICE SUPERVISION ACTIVITIES--The student will be able to:

19.01 Assign appropriate tasks to selected employees.
19.02 Maintain inventory of legal office supplies.
19.03 Maintain quality control over tasks performed by legal office personnel.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Legal Secretarial Technology

CODE NUMBER: Secondary ______ Postsecondary ______

Florida CIP 0507.060400

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other __________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare stuents for employment as administrative legal secretaries (169.167-010), legal office managers, legal administrative assistants, paralegal support assistants, legal research technicians, judicial assistants, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to record and transcribe communications; provide administrative support to legal personnel and to prepare legal papers and correspondence, such as summons, complaints, motions and subpoenas. Instruction includes legal terminology, procedures, and law library research techniques.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform accounting activities.
06. Perform communication activities.

07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.
16. Perform machine dictation/transcription activities.
17. Perform stenographic activities.
18. Perform legal office management activities.
19. Perform legal secretarial activities.
20. Demonstrate knowledge of U.S. and Florida court systems.
21. Perform records management activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ______________

PROGRAM TITLE: Legal Secretarial Technology POSTSECONDARY NUMBER: 0507.060400

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type materials from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.

04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing system.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal.
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a worksheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity statement.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.
05.20 Complete simulated activities using a microcomputer.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business and legal correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Edit documents using proofreading symbols.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business and legal terminology.
06.11 Prepare visual material to support an oral presentation.
06.12 Locate and record information found in standard and legal reference sources.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a legal office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.

09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Identify traits of employees with promotion potential.
11.05 List principles of group dynamics that maximize office morale.
11.06 Demonstrate a knowledge of professional organizations.
11.07 Identify basic principles of parliamentary procedure.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify types and sources of consumer credit.
12.03 Identify advantages and disadvantages of consumer credit.
12.04 Identify elements of a contract.
12.05 Identify services performed by consumer information sources.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.
14.03 Identify reprographic terms.
14.04 Demonstrate a knowledge of minor maintenance procedures used on photocopiers.
14.05 Demonstrate a knowledge of the laws regulating photocopying of documents.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.

15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of legal correspondence and other legal documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

17.01 Take shorthand notes and transcribe in mailable copy.
17.02 Enhance speed and transcription skills using legal terminology.

18.0 PERFORM LEGAL OFFICE MANAGEMENT ACTIVITIES--The student will be able to:

18.01 Evaluate job applicants on the basis of interviews.
18.02 Select items to include in new employees' orientation.
18.03 Select and delegate tasks.
18.04 Discuss the performance appraisal of an employee with him/her, set goals and recommend training.
18.05 Select a vendor of office supplies.
18.06 Budget office expenses.
18.07 Make decisions on major equipment acquisition.
18.08 Calculate changes and maintain patients records.
18.09 Define the major functions of office management.
18.10 List characteristics of effective leaders/managers.
18.11 List the steps in problem solving.
18.12 Maintain work schedules for payroll purposes.
18.13 Recommend employees for promotion.
18.14 Demonstrate a knowledge of motivational techniques.
18.15 Sketch the layout of a legal office using the principles of ergonomics.

19.0 PERFORM LEGAL SECRETARIAL ACTIVITIES--The student will be able to:

19.01 Identify criminal law terms.
19.02 Identify civil law terms.
19.03 Identify terms related to the legal process.
19.04 Identify the court in which legal documents should be filed.
19.05 Identify sources of legal reference.
19.06 Demonstrate a knowledge of the fiduciary relationship between client and attorney.
19.07 Identify printed and electronic sources of legal information.
19.08 Define and spell legal terminology.
19.09 Identify the court in which legal documents should be filed.
19.10 Maintain records for assessing client charges.
19.11 Maintain an appointment book.
19.12 Maintain a tickler file for docket control.
19.13 Demonstrate a knowledge of document formats required by the court systems.

20.0 DEMONSTRATE KNOWLEDGE OF U.S. AND FLORIDA COURT SYSTEMS--The student will be able to:

20.01 List in proper order the courts of Florida and the jurisdiction of each.
20.02 List in proper order the courts of the Federal System and the jurisdiction of each.

21.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

21.01 Identify the components of a records management system.
21.02 Prioritize activities for the organization of a records management system.
21.03 Identify the principles of forms control.
21.04 Identify principles governing the planning of a records retention and disposition schedule.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Medical Secretarial

CODE NUMBER: Secondary _______ Postsecondary OFT0505

Florida CIP 0507.060501

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7; STENOG @4; SECRETAR @7 G; CLERICAL @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as medical secretaries (55105365), unit secretaries, medical office clerks, medical insurance secretaries, medical records clerks or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to perform secretarial duties utilizing a knowledge of medical terminology and medical office procedures. Instruction also includes transcription of reports, such as case histories, and the use of legal and insurance forms.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, transcription equipment, microcomputers and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 1080 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Demonstrate a knowledge of human relations skills.
09. Develop appropriate grooming habits.
10. Perform job application activities.
11. Perform data/information processing activities.
12. Develop leadership skills.
13. Perform consumer economics activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform machine transcription activities.
16. Perform medical secretarial activities.
17. Perform decision making activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ____________

PROGRAM TITLE: Medical Secretarial POSTSECONDARY NUMBER: OFT0505

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers and addresses.
01.03 Identify telephone techniques of placing and answering telephone calls.
01.04 Identify and demonstrate procedures for screening calls.
01.05 Maintain a telephone log.
01.06 Identify and demonstrate procedures for recording and relaying accurate messages.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type business letters containing special features.
03.09 Type a two-page letter with an envelope.
03.10 Type labels.
03.11 Type a report.
03.12 Type multi-copy preprinted business forms.
03.13 Type from handwritten copy.
03.14 Type from rough-draft copy containing proofreaders' marks.
03.15 Type a standard document by merging selected paragraphs and variable information.
03.16 Type minutes of a meeting.
03.17 Type business letters with enumerated items.
03.18 Proofread printed copies.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically and numerically.
04.02 Retrieve materials from files; complete an out card and check out record.
04.03 Cross-reference records.
04.04 Identify types of filing supplies, equipment, and procedures.
04.05 Identify methods used in the management of manual and electronic files.
04.06 Demonstrate knowledge of indexing files using color codes.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.
05.05 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Classify mail.
06.02 Locate ZIP codes.
06.03 Identify special mail services.
06.04 Process mail.
06.05 Identify alternative courier and electronic mail services.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Spell and define words including medical terminology.
07.02 Follow oral and written instructions.
07.03 Demonstrate the ability to give oral directions.
07.04 Compose and type medical correspondence and related documents.

08.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Demonstrate appropriate work habits.
08.02 Identify traits that promote good human relations and increase job performance.

09.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

09.01 Identify appropriate attire and grooming for a medical office.

10.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

10.01 Complete employment forms.
10.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
10.03 Compose and type a letter of application and a resume.
10.04 Demonstrate job interview skills.
10.05 Identify sources of employment opportunities.
10.06 Identify methods of securing an employment reference.
10.07 Compose and type a follow-up letter.
10.08 Compose and type a letter of resignation.

11.0 PERFORM DATA/INFORMATION PROCESSING ACTIVITIES--The student will be able to:

11.01 Perform "boot-up" procedures on a microcomputer.
11.02 Edit letters and documents on automated equipment.
11.03 Input, store, and output documents created from handwritten, typed and dictated material using automated equipment.
11.04 Revise stored documents and output them on automated equipment.
11.05 Identify automated systems, equipment components, and electronic media.
11.06 Demonstrate the records management functions of an operating systems.
11.07 Identify the advantages of a hard disk system.
11.08 Design, input, and print a spreadsheet.
11.09 Demonstrate input/output techniques using a database.
11.10 Demonstrate a knowledge of a telecommunication system.

12.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

12.01 Choose appropriate action in a situation requiring application of medical office ethics.
12.02 Identify basic principles of parliamentary procedure.
12.03 Greet patients and introduce individuals.
12.04 Demonstrate a knowledge of professional organization.

13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

13.01 Identify services performed by consumer information sources.
13.02 Identify basic principles of the American economic system.
13.03 Identify advantages and disadvantages of consumer credit.
13.04 Identify types and sources of consumer credit.
13.05 Identify the advantages of budgeting in personal financial planning.
13.06 Identify the advantages of insurance in professional planning.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.

15.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

15.01 Transcribe recorded dictation of medical correspondence and other medical documents.

16.0 PERFORM MEDICAL SECRETARIAL ACTIVITIES--The student will be able to:

16.01 Select and complete appropriate claim forms.
16.02 Record changes and collections and prove accounting transactions.
16.03 Maintain an appointment book.
16.04 Identify correct definitions found in the Physician's Desk Reference.
16.05 Locate and record information found in medical dictionaries.
16.06 Define medical terms.
16.07 Schedule hospital admissions and physician referrals.
16.08 Locate and record information from medical records.

17.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

17.01 List the steps in problem solving.
17.02 Demonstrate the ability to determine work priorities.
17.03 Select the best way to handle confidential information.
17.04 Choose appropriate action in a situation requiring effective time management.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Medical Secretarial Supervision

CODE NUMBER: Secondary _______ Postsecondary OFT0560

Florida CIP 0507.060502

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7; STENOG @4; SECRETAR @7 G; CLERICAL @7 G; MANAG SUPV @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as supervisors, medical support personnel (245.362-014) and medical secretary supervisors, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to perform secretarial duties using a knowledge of medical terminology and supervisory medical office procedures.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, transcription equipment, microcomputers and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 1260 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Demonstrate a knowledge of human relations skills.
09. Develop appropriate grooming habits.
10. Perform job application activities.
11. Perform data/information processing activities.
12. Develop leadership skills.
13. Perform consumer economics activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform machine dictation/transcription activities.
16. Perform medical secretarial activities.
17. Perform medical office supervision activities.
18. Perform decision making activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ___________

PROGRAM TITLE: Medical Secretarial Supervision POSTSECONDARY NUMBER: OFT0560

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers and addresses.
01.03 Identify telephone techniques of placing and answering telephone calls.
01.04 Identify and demonstrate procedures for recording and relaying accurate messages.
01.05 Identify and demonstrate procedures for screening calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding/typewriting equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type business letters containing special features.
03.09 Type a two-page letter.
03.10 Type labels.
03.11 Type a report.
03.12 Type multi-copy preprinted business forms.
03.13 Type material from handwritten copy.
03.14 Type a memorandum to multiple recipients and address interoffice envelopes.
03.15 Type minutes of a meeting.
03.16 Type from rough draft containing proofreaders' marks.
03.17 Type business letters with enumerated items.
03.18 Proofread printed copies.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically and numerically.
04.02 Retrieve materials from files; complete an out card and check out record.
04.03 Define the different filing methods: geographic, subject, and numeric.
04.04 Cross-reference records.
04.05 Identify types of filing supplies, equipment, and procedures.
04.06 Identify methods used in the management of manual and electronic records.
04.07 Demonstrate the knowledge of indexing files using color codes.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.
05.05 Maintain work schedules for payroll purposes.
05.06 Maintain petty cash records.
05.07 Post journal entries to subsidiary records.
05.08 Prepare payroll records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Classify mail.
06.02 Locate ZIP codes.
06.03 Process mail.
06.04 Identify alternative courier and electronic mail services.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate and record information found in standard and medical reference sources.
07.02 Spell and define words including medical terminology.
07.03 Follow oral and written instructions.
07.04 Write sentences with correct punctuation, capitalization, abbreviations, and numbers.
07.05 Demonstrate the ability to give oral directions.
07.06 Compose and type medical correspondence and related documents.

08.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Demonstrate appropriate work habits.
08.02 Identify traits that promote good human relations and increase job performance.
08.03 Analyze and develop written solutions to behavior problems on the job.

09.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

09.01 Identify appropriate attire and grooming for a medical office.
09.02 Demonstrate a knowledge of hygiene requirements in a medical office.

10.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

10.01 Complete employment forms.
10.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
10.03 Compose and type a letter of application and a resume.
10.04 Demonstrate job interview skills.
10.05 Identify sources of employment.
10.06 Compose and type a follow-up letter.
10.07 Compose and type a letter of resignation.
10.08 Identify methods of securing an employment reference.

11.0 PERFORM DATA/INFORMATION PROCESSING ACTIVITIES--The student will be able to:

11.01 Perform "boot-up" procedures on a microcomputer.
11.02 Edit letters and documents on automated equipment.
11.03 Input, store, and output documents created from handwritten, typed, and dictated material using automated equipment.
11.04 Revise stored documents and output using automated equipment.
11.05 Identify automated systems, equipment components, and electronic media.
11.06 Identify the advantages of a hard disk system.
11.07 Design, input, and print a spreadsheet.
11.08 Demonstrate input/output techniques using a database.
11.09 Demonstrate a knowledge of a telecommunication system.

12.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

12.01 Choose appropriate action in a situation requiring application of medical office ethics.
12.02 Identify basic principles of parliamentary procedure.
12.03 Greet patients and introduce individuals.
12.04 Prepare an agenda
12.05 Demonstrate a knowledge of professional organizations.

13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

13.01 Identify services performed by consumer information sources.
13.02 Identify basic principles of the American economic system.
13.03 Identify advantages and disadvantages of consumer credit.
13.04 Identify types and sources of consumer credit.
13.05 Identify the advantages of budgeting in personal financial planning.
13.06 Identify the advantages of insurance in professional planning.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.

15.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

15.01 Dictate to recorded medium.
15.02 Transcribe recorded dictation of medical correspondence and other medical documents.

16.0 PERFORM MEDICAL SECRETARIAL ACTIVITIES--The student will be able to:

16.01 Select and complete claim forms.
16.02 Record changes and collections and prove accounting transactions.
16.03 Maintain an appointment book.
16.04 Define medical terms.
16.05 Locate and record information found in the *Physician's Desk Reference*.
16.06 Locate and record information found in a medical dictionary.
16.06 Define medical terms.
16.07 Schedule hospital admissions and physician referrals.
16.08 Locate and record information from medical records.

17.0 PERFORM MEDICAL OFFICE SUPERVISION ACTIVITIES--The student will be able to:

17.01 Assign appropriate tasks to selected employees.
17.02 Maintain inventory of medical office supplies.
17.03 Prepare documentation for purchase of medical office supplies.
17.04 Maintain quality control over tasks performed by medical office personnel.

18.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

18.01 List the steps in problem solving.
18.02 Demonstrate the ability to determine work priorities.
18.03 Select the best way to handle confidential information.
18.04 Apply time management techniques.

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Medical Secretarial Technology

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.060500

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other _______________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as administrative medical secretaries (205.137-010), medical office managers, medical administrative assistants, medical transcriptionists, medical records managers, medical secretary technicians, medical insurance technicians, or to provide supplemental training for persons previously or currently employed in these occupations.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform accounting activities.
06. Perform communication activities.
07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.

Medical Secretarial Technology - Continued

14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.
16. Perform machine dictation/transcription activities.
17. Perform medical secretarial activities.
18. Perform medical office management activities.
19. Perform records management activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ________

PROGRAM TITLE: Medical Secretarial Technology POSTSECONDARY NUMBER: 0507.060500

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type materials from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.

04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing system.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal.
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a worksheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity statement.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business and medical correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Edit documents using proofreading symbols.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business and medical terminology.
06.11 Locate and record information found in standard and medical reference sources.
06.12 Demonstrate the ability to give oral directions.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems on the job.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a medical office.
08.02 Demonstrate a knowledge of hygiene requirements in a medical office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.

09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 Input, store, and output documents created from handwritten, typed, and dictated material using automated equipment.
10.02 Perform "boot-up" procedures on a microcomputer.
10.03 Edit letters and documents on automated equipment.
10.04 Revise stored documents and output using automated equipment.
10.05 Identify automated systems, equipment components, and electronic mail.
10.06 Identify the advantages of a hard disk system.
10.07 Design, input, and print a spreadsheet.
10.08 Demonstrate input/output techniques using a database program.
10.09 Demonstrate a knowledge of a telecommunication system.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet patients and introduce individuals.
11.04 Identify traits of employees with promotion potential.
11.05 List principles of group dynamics that maximize office morale.
11.06 Demonstrate a knowledge of professional organizations.
11.07 Identify purposes of parliamentary procedure.
11.08 Choose appropriate action in application of business ethics.
11.09 Demonstrate a knowledge of legal repercussions of breaches of confidentiality.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic principles of the American economic system.
12.02 Identify types and sources of consumer credit.
12.03 Identify services performed by consumer information sources.
12.04 Identify advantages and disadvantages of consumer credit.
12.05 Identify advantages of budgeting in personal financial planning.
12.06 Identify advantages of insurance in personal planning.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method to use.
14.03 Identify reprographic terms.
14.04 Identify characteristics of paper.
14.05 Demonstrate a knowledge of minor maintenance procedures used on photocopiers.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine work priorities.
15.03 Select the best way to handle confidential information.
15.04 Apply time management techniques.
15.05 Demonstrate a knowledge of laws regulating photocopying of documents.
15.06 List in sequence procedures for conducting a feasibility study.
15.07 Prepare a day's schedule for an employer.
15.08 Choose appropriate action in situtations requiring following a chain-of-command.

15.09 Choose appropriate action in solving problems involving violation of business principles.
15.10 Identify efficient ways to assign work to others.
15.11 Determine preventive actions for office communication problems.
15.12 Identify the best way to provide constructive feedback on improper behavior.
15.13 Identify options for solving personnel problems.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate correct techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of medical correspondence and other medical documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM MEDICAL SECRETARIAL ACTIVITIES--The student will be able to:

17.01 Select and complete insurance forms.
17.02 Record charges and collections and prove accounting transactions.
17.03 Schedule appointments and activities.
17.04 Define medical terms.
17.05 Locate and record information found in a medical dictionary.
17.06 Locate and record information found in the *Physician's Desk Reference*.
17.07 Prepare and maintain patient records.
17.08 Compose correspondence.
17.09 Demonstrate a knowledge of the principles of confidentiality between physician and patient.
17.10 Locate and record information from medical records.

18.0 PERFORM MEDICAL OFFICE MANAGEMENT ACTIVITIES--The student will be able to:

18.01 Evaluate job applicants on the basis of interviews.
18.02 Select items to include in new employees' orientation.
18.03 Select and delegate tasks.
18.04 Discuss the performance appraisal of an employee with him/her, set goals and recommend training.
18.05 Select a vendor of office supplies.
18.06 Budget office expenses.
18.07 Make decisions on major equipment acquisition.
18.08 Calculate changes and maintain patients records.
18.09 Define the major functions of office management.
18.10 List characteristics of effective leaders/managers.
18.11 List the steps in problem solving.
18.12 Maintain work schedules for payroll purposes.
18.13 Recommend employees for promotion.
18.14 Demonstrate a knowledge of motivational techniques.
18.15 Sketch the layout of a medical office using the principles of ergonomics.

19.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

19.01 Identify the components of a records management system.
19.02 Prioritize activities for the organization of a records management system.
19.03 Identify the principles of forms control.
19.04 Identify principles governing the planning of a records retention and dispostion schedule.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Office Management Technology

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.040100

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other ___________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as office managers (166.167-030), administrative office managers, equipment sales representatives, administrative support managers, business managers, and executive secretaries, telecommunication managers, electronic office managers, personnel office managers, insurance office managers, executive assistants or to provide supplemental training for a person previously or currently employed in these occupations.

The content prepares individuals to expedite and facilitate the maintenance and production of correspondence and records; telecommunicate; maintain office budget; planning; preparing correspondence; filing documents; and assisting in the administration of policy.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform accounting activities.

06. Perform communication activities.
07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.
16. Perform machine dictation/transcription activities.
17. Perform management activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ____________

PROGRAM TITLE: Office Management Technology POSTSECONDARY NUMBER: 0507.040100

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters with enumerated items.
03.22 Type business letters containing tabulated material on different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.

04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for the retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal (journalize).
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a work sheet.
05.04 Prepare an income statement.
05.05 Prepare owner's equity.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources.
06.07 Dictate for recording medium.
06.08 Annotate letters, reports, and/or news articles.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Edit documents using proofreaders' marks.
06.12 Select the appropriate medium for transmitting information.
06.13 Compose an electronic message using appropriate format and composition.
06.14 Prepare visual material to support an oral presentation.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits tht promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.
07.04 Recognize the effect of organizational and cultural change on the job.
07.05 Demonstrate a knowledge of motivational techniques.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities
09.02 Complete employment forms.

09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business sytems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Identify traits of employees with promotion potential.
11.05 List principles of group dynamics that maximize office morale.
11.06 Demonstrate a knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Review an equipment maintenance contract.
12.04 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on best reprographic method to use.
14.03 Identify correct definitions of terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.

15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of business related documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM MANAGEMENT ACTIVITIES--The student will be able to:

17.01 Identify management styles.
17.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
17.03 Set priorities and develop more efficient procedures for work flow.
17.04 Discuss the performance appraisals with employees, set goals, and recommend training.
17.05 Prepare a general budget.
17.06 Choose appropriate action applying business management techniques.
17.07 Apply time management techniques to office schedule.
17.08 Devleop short/long range plans including EAEO and equity guidelines.
17.09 Develop procedures for handling grievances.
17.10 Evaluate job applicants based upon interviews.
17.11 Select items to include in a new employee's orientation to the job.
17.12 Select and delegate tasks.
17.13 Recommend employees for promotion.
17.14 Budget office expenses.
17.15 Sketch the layout of an office using principles of ergonomics.
17.16 Choose vendors from whom to purchase office supplies.

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Office Records Clerk

CODE NUMBER: Secondary 8209200 Postsecondary __________

Florida CIP 0507.070701

SECONDARY SCHOOL CREDITS 3 COLLEGE CREDITS ____ POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 X 9-12 ___Postsecondary Adult Vocational

___ Postsecondary Vocational X Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7; CLERICAL ¢7; SECRETAR ¢7; BOOKKEEPIN @4 @7; STENOG @4

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as file clerks (55321357) or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to answer telephone and information requests, keep records, screen people to secure required data, relay incoming and interoffice calls, supply information, file, process mail, perform typing activities, maintain basic financial records, and introduce computer concepts as applied to modern business.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209220	Office Procedures
8209210	Recordkeeping

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of typewriters, calculators and may include the use of microcomputers.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telecommunication activities.
02. Perform mathematical applications.
03. Perform keyboarding activities.
04. Perform records management activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
35. Perform budgeting activities.
36. Perform petty cash duties.
37. Record cash receipts transactions.
38. Record cash payments transactions.
39. Record and maintain purchases.
40. Record and maintain sales records.
41. Record and maintain payroll records.
42. Record accounts payable transactions.
43. Record accounts receivable transactions.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Office Records Clerk	PROGRAM NUMBER:	8209200
COURSE TITLE:	Typewriting 1/Fundamentals	COURSE NUMBER:	8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Office Records Clerk — PROGRAM NUMBER: 8209200

COURSE TITLE: Office Procedures — COURSE NUMBER: 8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communications, information processing, records management, telecommunications, business records, decision making, job application, consumer economics, and keyboarding.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

Office Procedures - Continued

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Office Records Clerk PROGRAM NUMBER: 8209200

COURSE TITLE: Recordkeeping COURSE NUMBER: 8209210

COURSE DESCRIPTION:

This course is designed to provide skills so that accurate financial records can be kept. Business source documents and business procedures are emphasized.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.10 Prepare checks and stubs and adjust checkbook.
05.11 Identify and demonstrate correct procedure for endorsing checks.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare bank reconciliations and adjust checkbook.

35.0 PERFORM BUDGETING ACTIVITIES--The student will be able to:

35.01 Prepare and follow a personal budget.
35.02 Record receipts and payments.

36.0 PERFORM PETTY CASH DUTIES--The student will be able to:

36.01 Establish, maintain, and replenish petty cash fund.
36.02 Write, classify, and record petty cash vouchers.

37.0 RECORD CASH RECEIPTS TRANSACTIONS--The student will be able to:

37.01 Make change without machine indications.
37.02 Receive cash from customers.
37.03 Process cash received through the mail.
37.04 Prepare bank deposits.

38.0 RECORD CASH PAYMENTS TRANSACTIONS--The student will be able to:

38.01 Make cash payments.
38.02 Use classified cash books.

39.0 RECORD AND MAINTAIN PURCHASES--The student will be able to:

39.01 Order and receive merchandise.
39.02 Process purchase invoices.
39.03 Control inventory.

40.0 RECORD AND MAINTAIN SALES RECORDS--The student will be able to:

40.01 Record and maintain cash and charge sales.
40.02 Record and maintain sales reports.

41.0 RECORD AND MAINTAIN PAYROLL RECORDS--The student will be able to:

41.01 Compute salaries from time cards.
41.02 Compute overtime earnings.
41.03 Compute deductions.
41.04 Prepare and verify payroll checks and records.

42.0 RECORD ACCOUNTS PAYABLE TRANSACTIONS--The student will be able to:

42.01 Process purchase invoices and record in purchases journal.
42.02 Post to accounts payable ledger.
42.03 Prepare debit memorandums.

43.0 RECORD ACCOUNTS RECEIVABLE TRANSACTIONS--The student will be able to:

43.01 Process sales invoices and record in sales journal.
43.02 Post to accounts receivable ledger.
43.03 Prepare credit memorandums.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Office Supervision

CODE NUMBER: Secondary _______ Postsecondary OFT0750

Florida CIP 0507.040101

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 10, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; TEACH CBE @7; VOE @7; STENOG @4; CLERICAL @7 G; SECRETAR @7 G; MANAG SUPV @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as supervisors, correspondence (249.137-018), telecommunication supervisors, software applications supervisors, office supervisors, supervisors of records and information clerks, office assistants, records supervisors, files supervisors, or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to use keyboards in a variety of activities, including recordkeeping duties, maintaining basic personnel information, and providing suppport for management while continuing to perform routine secretarial duties.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Florida Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examiniation.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 900 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform communication activities.
07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ____________

PROGRAM TITLE: Office Supervision POSTSECONDARY NUMBER: OFT0750

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.
02.04 Solve problems involving comparison shopping using a calculator.
02.05 Interpret line graphs and tables.
02.06 Solve finance charge and annual percentage rate problems using a calculator.
02.07 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.08 Solve problems involving decimals and fractions.
02.09 Solve problems involving perimeter or area of a rectangular region.
02.10 Solve problems involving length, width, or height.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Identify definitions of records management terminology.
04.07 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare a bank reconciliation.
05.05 Maintain petty cash records.
05.06 Record transactions in special journals.
05.07 Post journal entries to subsidiary ledgers.
05.08 Prepare payroll records.
05.09 Prepare purchase requisitions.
05.10 Prepare purchase orders.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Participate in group discussion as a member and as a leader.
06.04 Locate and record information retrieved from written resources, including current business periodicals.
06.05 Spell and define words, including business terminology.
06.06 Dictate for recording medium.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business sytems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Verify the totals on a printout.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

- 11.01 Prepare an agenda.
- 11.02 Demonstrate the ability to conduct an orderly meeting.
- 11.03 Greet and introduce individuals.
- 11.04 Demonstrate a knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 12.01 Identify basic concepts of the American economic system.
- 12.02 Identify basic types and sources of consumer credit.
- 12.03 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

- 13.01 Classify mail.
- 13.02 Locate ZIP codes.
- 13.03 Process mail.
- 13.04 Identify special mail services.
- 13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

- 14.01 Identify characteristics of reprographic methods.
- 14.02 Make decisions on best reprographic method to use.
- 14.03 Identify correct definitions of terms used in reprographics.
- 14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 15.01 List the steps in problem solving.
- 15.02 Demonstrate the ability to determine the proper priority of work.
- 15.03 Prepare a day's schedule for an employer.
- 15.04 Choose appropriate action in situations requiring application of business ethics.
- 15.05 Choose appropriate action in situations requiring following a chain of command.
- 15.06 Choose appropriate action in situations requiring effective time management.
- 15.07 Identify ways to assign work to others.
- 15.08 Select the best way to handle confidential information.
- 15.09 Identify options for solving personnel problems.
- 15.10 Demonstrate appropriate office behavior.
- 15.11 Select items to include in a new employee's orientation to the job.
- 15.12 Select and delegate tasks.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Office Systems Specialist

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.060301

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS X POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

X Postsecondary Vocational Certificate ___ Other ______________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as office systems specialists (219.362-010), public information clerks, document specialists, office management trainees, information processing mangers, information processing sales representatives, phototypesetting managers, electronic workstation specialists, correspondence specialists, or reprographic specialists. Students also completing the legal speciality area will be prepared for employment as legal secretarial specialists, legal records specialists, legal research specialists, or judicial specialists. Students also completing the medical speciality area will be prepared for employment as medical secretarial specialists, medical insurance specialists, ward clerks, admitting clerks, or medical transcription specialists. Students also completing the software application speciality area will be prepared for employment as software specialists. Students also completing the word/information processing speciality area will be prepared for employment as information processing specialists or information specialists. Students also completing the word processing speciality area will be prepared for employment as word processing specialists or text editing specialists. Students also completing the insurance speciality area will be prepared for employment as insurance office specialists. The purpose of this program is also designed to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to assist management by expediting and facilitating the maintenance and production of correspondence and records; performing telephone functions; and planning. The content may include office functions in legal, medical, word processing, word/information, software application, and insurance areas.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is the time required to receive an Office Systems Specialist certificate.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform communication activities.
07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.
16. Perform machine dictation/transcription activities.

STUDENTS SPECIALIZING IN ONE OF THE FOLLOWING AREAS, MUST COMPLETE THE STANDARDS WITHIN THAT SPECIALITY AREA:

Legal Specialty

17. Perform legal specialty activities.

Medical Specialty

18. Perform medical specialty activities.

Information Processing Specialty

19. Perform information processing specialty activities.

Word Processing Specialty

20. Perform word processing specialty activities.

Insurance Specialty

21. Perform insurance specialty activities.

Software Applications Specialty

22. Perform software applications activities.

STUDENT PERFORMANCE STANDARDS　　EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business　　SECONDARY NUMBER: ____________

PROGRAM TITLE: Office Systems Specialist　　POSTSECONDARY NUMBER: 0507.060301

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.
02.04 Solve problems involving comparison shopping using a calculator.
02.05 Interpret line graphs and tables.
02.06 Solve finance charge and annual percentage rate problems using a calculator.
02.07 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.08 Solve problems involving decimals and fractions.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.

04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and file correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for the retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsement.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.
05.05 Prepare purchase requisitions.
05.06 Prepare purchase orders.
05.07 Prepare invoices.
05.08 Prepare sales slips.
05.09 Maintain petty cash records.
05.10 Prepare payroll records.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources.
06.07 Dictate for recording medium.
06.08 Annotate letters, reports, and/or news articles.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Edit documents using proofreaders' marks.
06.12 Select the appropriate medium for transmitting information.
06.13 Compose an electronic message using appropriate format and composition.
06.14 Prepare visual material to support an oral presentation.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

- 10.01 List major programming languages used in business data processing.
- 10.02 Locate requested information on a computer printout.
- 10.03 Identify applications of computers in business.
- 10.04 Identify terms commonly used in information processing.
- 10.05 Identify automated business sytems, equipment components, and electronic media.
- 10.06 Edit letters and documents using automated equipment.
- 10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
- 10.08 Input, store, and output dictated letters and documents on automated equipment.
- 10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
- 10.10 Revise stored documents and output them on automated equipment.
- 10.11 Sequence and define the steps of an information processing cycle.
- 10.12 Input numeric data.
- 10.13 Use office operations manual.
- 10.14 Develop a flowchart.
- 10.15 Perform "boot-up" procedures on a microcomputer.
- 10.16 Develop a component of an office operations manual.
- 10.17 Perform computer activities using data base, spreadsheet, and graphics software.
- 10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

- 11.01 Choose appropriate action in a situation requiring application of business ethics.
- 11.02 Demonstrate the ability to conduct an orderly meeting.
- 11.03 Greet and introduce individuals.
- 11.04 Demonstrate a knowledge of professional organizations.

12.0 DEVELOP CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 12.01 Identify basic concepts of the American economic system.
- 12.02 Identify basic types and sources of consumer credit.
- 12.03 Identify elements of a contract.
- 12.04 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

- 13.01 Classify mail.
- 13.02 Locate ZIP codes.
- 13.03 Process mail.
- 13.04 Identify special mail services.
- 13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

- 14.01 Identify characteristics of reprographic methods.
- 14.02 Make decisions on best reprographic method to use.
- 14.03 Identify correct definitions of terms used in reprographics.
- 14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 15.01 List the steps in problem solving.
- 15.02 Demonstrate the ability to determine the proper priority of work.
- 15.03 Prepare a day's schedule for an employer.
- 15.04 Choose appropriate action in situations requiring application of business ethics.
- 15.05 Choose appropriate action in situations requiring following a chain of command.
- 15.06 Choose appropriate action in situations requiring effective time management.
- 15.07 Identify ways to assign work to others.

15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of business related documents into mailable form.

SPECIALTY AREAS

17.0 PERFORM LEGAL SPECIALTY ACTIVITIES--The student will be able to:

17.01 Select and complete insurance forms.
17.02 Schedule appointments and activities.
17.03 Record legal office transactions.
17.04 Demonstrate a knowledge of legal terms.
17.05 Locate and record information found in legal references.
17.06 Transcribe from recorded legal dictation.
17.07 Prepare and maintain legal records.
17.08 Identify the court in which legal documents should be filed.

18.0 PERFORM MEDICAL SPECIALTY ACTIVITIES--The student will be able to:

18.01 Select and complete insurance forms.
18.02 Schedule appointments and activities.
18.03 Record medical office transactions.
18.04 Demonstrate a knowledge of medical terms.
18.05 Locate and record information found in medical references.
18.06 Transcribe from recorded medical dictation.
18.07 Prepare and maintain medical records.

19.0 PERFORM INFORMATION PROCESSING SPECIALTY ACTIVITIES--The student will be able to:

19.01 Edit documents on automated equipment.
19.02 Input, store, and output business documents.
19.03 Revise stored documents and output them using automated equipment.
19.04 Demonstrate a knowledge of word processing concepts and terminology.
19.05 Create business documents using spreadsheet and data base application software.
19.06 Demonstrate a knowledge of the advantages and disadvantages of integrated vs. dedicated software.

20.0 PERFORM WORD PROCESSING SPECIALTY ACTIVITIES--The student will be able to:

20.01 Edit documents on automated equipment.
20.02 Input, store, and output business documents.
20.03 Revise stored documents and output them using automated equipment.
20.04 Demonstrate a knowledge of word processing concepts and terminology.
20.05 Create business documents using word processing activities.
20.06 Demonstrate a knowledge of the advantages and disadvantages of different word processing software.

21.0 PERFORM INSURANCE SPECIALTY ACTIVITIES--The student will be able to:

21.01 Select and complete insurance forms.
21.02 Demonstrate a knowledge of insurance terminology.
21.03 Locate and record information found in insurance references.
21.04 Prepare and maintain insurance records.
21.05 Identify the steps in processing insurance claims and forms.
21.06 Complete insurance documents on automated equipment.

22.0 PERFORM SOFTWARE APPLICATIONS SPECIALTY ACTIVITIES--The student will be able to:

22.01 Prepare an electronic spreadsheet using cell and math cell functions.
22.02 Create a database.
22.03 Create visuals using electronic graphics software.
22.04 Create documents using integrated software.
22.05 Demonstrate a knowledge of desktop publishing.

CURRICULUM FRAMEWORK　　PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION　　EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Office Systems Technology

CODE NUMBER: Secondary _______　　Postsecondary _______

Florida CIP 0507.060300

SECONDARY SCHOOL CREDITS ______　　COLLEGE CREDITS x　　POSTSECONDARY ADULT VOCATIONAL CREDITS ______

APPLICABLE LEVEL(S): ___7-9　___9-12　___Postsecondary Adult Vocational

x Postsecondary Vocational　___ Other ________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: This program is designed to prepare students for employment as office systems managers (202.132-010), administrative secretaries, senior administrative secretaries, executive office administrators, senior word processing specialists, administrative assistants, directors of information support systems, office transcriptionists, correspondence secretaries, office systems technicians, reprographic technicians, insurance customer representatives, office system trainees, personal secretaries, telecommunication specialists, insurance technicians, electronic office technicians, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to assist management by expediting and facilitating the maintenance and production of correspondence and records; to telecommunicate; maintain office budget; planning; preparing correspondence and resolutions; filing and maintaining documents; and assisting in the administration of policy.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.

04. Perform filing activities.
05. Perform accounting activities.
06. Perform communication activities.
07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.
16. Perform machine dictation/transcription activities.
17. Perform stenographic activities.
18. Perform management activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ________________

PROGRAM TITLE: Office Systems Technology POSTSECONDARY NUMBER: 0507.060300

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving percentages and discounts using a calculator.
02.04 Solve problems involving comparison shopping using a calculator.
02.05 Interpret line graphs and tables.
02.06 Solve finance charge and annual percentage rate problems using a calculator.
02.07 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.08 Solve problems involving decimals and fractions.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters containing enumerated items.
03.22 Type business letters containing tabulated material requiring different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.

04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and file correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for the retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal (journalize).
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a work sheet.
05.04 Prepare an income statement.
05.05 Prepare owner's equity.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources.
06.07 Dictate for recording medium.
06.08 Annotate letters, reports, and/or news articles.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Edit documents using proofreaders' marks.
06.12 Select the appropriate medium for transmitting information.
06.13 Compose an electronic message using appropriate format and composition.
06.14 Prepare visual material to support an oral presentation.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.
07.04 Recognize the effect of organizational and cultural change on the job.
07.05 Demonstrate a knowledge of motivational techniques.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business sytems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Demonstrate a knowledge of professional organizations.
11.05 Identify traits of employees with promotion potential.
11.06 List some principles of group dynamics tht maximize office morale.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on best reprographic method to use.
14.03 Identify correct definitions of terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of business related documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

17.01 Take shorthand notes and transcribe them into mailable copy.

18.0 PERFORM MANAGEMENT ACTIVITIES--The student will be able to:

18.01 Identify management styles.
18.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
18.03 Set priorities and develop more efficient procedures for work flow.
18.04 Discuss the performance appraisals with employees, set goals, and recommend training.
18.05 Prepare a general budget.
18.06 Choose appropriate action applying business management techniques.
18.07 Apply time management techniques to office schedule.
18.08 Devleop short/long range plans including EAEO and equity guideines.
18.09 Develop procedures for handling grievances.
18.10 Evaluate job applicants based upon interviews.
18.11 Select items to include in a new employee's orientation to the job.
18.12 Select and delegate tasks.
18.13 Recommend employees for promotion.
18.14 Budget office expenses.
18.15 Sketch layout of an office using principles of ergonomics.
18.16 Choose vendors from whom to purchase office supplies.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Postal Service Management

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.070601

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other _______________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment in management positions in the postal service as postmasters, mail superintendents (15002021), mailroom supervisors, postal supervisors, mail carriers, and postal managers, or to provide supplemental training for persons previously or currently employed in these occupations.

The content includes instruction to individuals in the areas of planning, organizing, and controlling of a business, with emphasis on selected theories of management and decision making and the knowledge and understanding necessary for managing people and functions in the postal service.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of calculators, computers, peripheral equipment, keyboarding/typewriting systems, and may include dictation/transcription equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Perform human relations skills.
06. Develop appropriate grooming habits.
07. Perform job application activities.

08. Demonstrate knowledge of information processing concepts.
09. Develop leadership skills.
10. Perform consumer economic activities.
11. Perform decision making activities.
12. Identify, classify, and demonstrate management functions.
13. Demonstrate knowledge of postal management functions.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ____________

PROGRAM TITLE: Postal Service Management POSTSECONDARY NUMBER: 0507.070601

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.
03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.

06.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Identify the major programming languages used in business data processing.
08.04 Locate requested information on a computer printout.
08.05 Locate errors on a computer printout.
08.06 Operate a microcomputer with appropriate software.

09.0 DEVELOP LEADERSHIP SKILLS-- the student will be able to:

09.01 Prepare an agenda.
09.02 Demonstrate the ability to conduct an orderly meeting.
09.03 Greet and introduce individuals.

10.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

10.01 Identify basic concepts of the American economic system.
10.02 Identify basic types and sources of consumer credit.

11.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

11.01 List the steps in problem solving.
11.02 Demonstrate the ability to determine the proper priority of work.
11.03 Prepare a day's schedule for an employer.
11.04 Choose appropriate action in situations requiring application of business ethics.
11.05 Choose appropriate action in situations requiring following a chain of command.
11.06 Choose appropriate action in situations requiring effective time management.
11.07 Identify ways to assign work to others.

12.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE MANAGEMENT FUNCTIONS--The student will be able to:

12.01 Identify the correct definition of management.
12.02 Identify management positions and styles.
12.03 Identify the major functions of management.
12.04 Classify activities as part of the planning function of management.
12.05 Classify activities as part of the organizing function of management.
12.06 Classify activities as part of the staffing function of management.
12.07 Classify activities as part of the directing function of management.

12.08 Classify activities as part of the controlling function of management.
12.09 Distinguish among management functions.
12.10 Demonstrate a knowledge of the relationship between authority and responsibility to task accomplishment.
12.11 Select the most effective communication system.

13.0 DEMONSTRATE KNOWLEDGE OF POSTAL MANAGEMENT FUNCTIONS--The student will be able to:

13.01 Demonstrate a knowledge of customer services and delivery services as they relate to daily operations of stations, branches, and associate offices.
13.02 Demonstrate a knowledge of delivery services such as regulations, star routes, safety and postal operations, mail counts and inspections.
13.03 Demonstrate a knowledge of postal related customer services such as retail operations, sales and consumer services.
13.04 Demonstrate an understanding of procedures required in mail processing.
13.05 Demonstrate an understanding of the finance procedures for postal operations.

CURRICULUM FRAMEWORK　　PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION　　EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Receptionist and Communication Systems Operation

CODE NUMBER: Secondary 8209100　　Postsecondary OFT0020

Florida CIP 0507.070700

SECONDARY SCHOOL CREDITS 2　　COLLEGE CREDITS ______　　POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9　x 9-12　x Postsecondary Adult Vocational

___ Postsecondary Vocational　x Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 CLERICAL ¢7 SECRETAR ¢7 STENOG @4	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 CLERICAL @7 G SECRETAR @7 G STENOG @4

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as receptionists and information clerks (55305328), communication systems operators, switchboard operators, photocopy machine operators, reprographic assistants, telecommunication assistants, legal receptionists, medical receptionists, appointment clerks, information assistants or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to answer telephone and information requests, keep records of callers, make appointments, screen people to secure required data, relay incoming, outgoing and interoffice calls, supply information, file, process mail, perform keyboarding/typewriting and reprographics activities, and apply computer concepts. These activities may be performed in a general, legal or medical office.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209220	Office Procedures

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of automated keyboarding/typewriting systems and calculators.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equip- ment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 300 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telecommunication activities.
02. Perform mathematical applications.
03. Perform keyboarding activities.
04. Perform records management activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8209100

PROGRAM TITLE: Receptionist and Communication Systems Operation POSTSECONDARY NUMBER: OFT0020

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.

07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 199

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Receptionist and Communication Systems Operation PROGRAM NUMBER: 8209100

COURSE TITLE: Typewriting 1/Fundamentals COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Receptionist and Communication Systems Operation PROGRAM NUMBER: 8209100

COURSE TITLE: Office Procedures COURSE NUMBER: 8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communications, information processing, records management, telecommunications, business records, decision making, job application, consumer economics, and keyboarding.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Records Management

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.079902

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other ___________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as records managers (161.167-018), records information supervisors, and records information analysts. The work responsibilities include activities with paper, magnetic, electronic photographic, and micrographic records, forms and reports.

The records management program prepares individuals to supervise and/or manage the flow of information in an organization; and, through the establishment of a system, to create, store, maintain and dispose of records.

II. LABORATORY ACTIVITIES: Laboratory activities in this program include the use of computers, peripheral equipment, and reprographic and selected filing equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform accounting activities.
06. Perform communication activities.
07. Perform human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.

Records Management - Continued

10. Demonstrate knowledge of information processing concepts.
11. Develop leadership skills.
12. Perform consumer economic activities.
13. Perform decision making activities.
14. Perform mail handling activities.
15. Demonstrate knowledge of reprographics.
16. Develop organizational skills for records/information control.
17. Develop records management skills
18. Demonstrate knowledge of forms design, analysis and control.
19. Demonstrate knowledge of archives.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business		SECONDARY NUMBER: ____________
PROGRAM TITLE: Records Management		POSTSECONDARY NUMBER: 0507.079902

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight copy material.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.
04.15 Identify micrographic equipment and microforms.
04.16 Identify advantages and limitations of microrecords applications.
04.17 Identify filing, coding, and processing procedures of producing microrecords and other records.
04.18 Identify the stages in the life cycle of a record.
04.19 Identify equipment that can be used for records and information processing technology.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal.
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a worksheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity statement.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Edit documents using proofreading symbols.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Prepare visual material to support an oral presentation.

07.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Locate and utilize requested information from hard and soft copy.
10.02 Identify business application software.
10.03 Load and operate a program on a microcomputer.
10.04 Identify terms associated with information processing.
10.05 Select appropriate software for records management.
10.06 Identify the major components of an automated office system.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.

12.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.

13.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

13.01 List the steps in problem solving.
13.02 Demonstrate the ability to determine the proper priority of work.
13.03 Prepare a day's schedule for an employer.
13.04 Choose appropriate action in situations requiring application of business ethics.
13.05 Choose appropriate action in situations requiring following a chain of command.
13.06 Choose appropriate action in situations requiring effective time management.
13.07 Identify ways to assign work to others.
13.08 Select efficient methods of records organization.

14.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

14.01 Classify mail.
14.02 Locate zip codes.
14.03 Process mail.
14.04 Identify special mail services.
14.05 Identify alternative courier and electronic mail services.
14.06 Identify effective methods of mail transmission/distribution.
14.07 Select a software program for automating mail handling.

15.0 DEMONSTRATE KNOWLEDGE OF REPROGRAPHICS--The student will be able to:

15.01 Identify characteristics of reprographic methods.
15.02 Made decisions on the best reprographic method to use.

16.0 DEVELOP ORGANIZATIONAL SKILLS FOR RECORDS/INFORMATION CONTROL--The student will be able to:

16.01 Identify procedures for establishing a records management program.
16.02 List and describe the components of a records management system.
16.03 Identify well-designed forms.
16.04 Design a records center layout.
16.05 Plan the index for a records management manual.
16.06 Identify means for the control of a records management system.
16.07 Plan a records retention schedule.
16.08 Plan personnel needs for a records management department.
16.09 List and describe methods of protecting vital records.
16.10 Design the form for an initial inventory of records.
16.11 Identify principles of a reports management program.
16.12 Identify legal resources for records retention.

17.0 DEVELOP RECORDS MANAGEMENT SKILLS--The student will be able to:

17.01 Identify management styles.
17.02 Prepare personnel, equipment, and financial reports.
17.03 Evaluate qualifications and interview applicants.
17.04 Set priorities and develop efficient work flow procedures.
17.05 Identify components of office ergonomics.
17.06 Identify methods of maintaining security of information.
17.07 Identify procedures for selection of office furniture and equipment, hardware and software.
17.08 Recognize appropriate action to resolve personnel problems.
17.09 Evaluate performance of employees.
17.10 Identify employee motivational techniques.
17.11 Identify legal requirements which impact the design and operation of various media such as paper, micorfilm, data processing and digitize records.

18.0 DEMONSTRATE KNOWLEDGE OF FORMS DESIGN, ANALYSIS AND CONTROL--The student will be able to:

18.01 Plan and design a forms management program.
18.02 Identify cost factors in the design and use of forms.
18.03 Prepare a numerical and a functional classification index.

19.0 DEMONSTRATE KNOWLEDGE OF ARCHIVES--The student will be able to:

19.01 Define the archival process.
19.02 Identify records that have archival value.
19.03 Identify methods of preserving archival documents.
19.04 Identify strategies for protecting archival records from disaster.
19.05 Identify strategies for recovering archival records exposed to disaster.

CURRICULUM FRAMEWORK   PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION   EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Records Specialist

CODE NUMBER: Secondary _______   Postsecondary _______

Florida CIP 0507.079903

SECONDARY SCHOOL CREDITS ____   COLLEGE CREDITS x   POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9   ___9-12   ___Postsecondary Adult Vocational

x Postsecondary Vocational Certificate   ___ Other ___________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as file supervisors (206.137-010) or records information specialists. The work responsibilties include activities with paper, magnetic, electronic photographic, and micrographic records, forms and reports.

The records specialist program prepares individuals to supervise the flow of information in an organization.

II. LABORATORY ACTIVITIES: Laboratory activities in this program include the use of computers, peripheral equipment, and reprographic and selected filing equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is a certificate.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform accounting activities.
06. Perform communication activities.
07. Perform human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Demonstrate knowledge of information processing concepts.

Records Specialist - Continued

11. Develop leadership skills.
12. Perform consumer economic activities.
13. Perform decision making activities.
14. Perform mail handling activities.
15. Demonstrate knowledge of reprographics.
16. Develop organizational skills for records/information control.
17. Develop records management skills

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER:
PROGRAM TITLE: Records Specialist POSTSECONDARY NUMBER: 0507.079903

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify procedures for placing a conference call.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight copy material.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.
04.10 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.
04.15 Identify micrographic equipment and microforms.
04.16 Identify advantages and limitations of microrecords applications.
04.17 Identify filing, coding, and processing procedures of producing microrecords and other records.
04.18 Identify the stages in the life cycle of a record.
04.19 Identify equipment that can be used for records and information processing technology.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal.
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a worksheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity statement.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Edit documents using proofreading symbols.
06.09 Research and compose a document containing statistical information.
06.10 Spell and define words, including business terminology.
06.11 Prepare visual material to support an oral presentation.

07.0 PERFORM HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods for securing an employment reference.

10.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Locate and utilize requested information from hard and soft copy.
10.02 Identify business application software.
10.03 Load and operate a program on a microcomputer.
10.04 Identify terms associated with information processing.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.

12.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.

13.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

13.01 List the steps in problem solving.
13.02 Demonstrate the ability to determine the proper priority of work.
13.03 Prepare a day's schedule for an employer.
13.04 Choose appropriate action in situations requiring application of business ethics.
13.05 Choose appropriate action in situations requiring following a chain of command.
13.06 Choose appropriate action in situations requiring effective time management.
13.07 Identify ways to assign work to others.

14.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

14.01 Classify mail.
14.02 Locate zip codes.
14.03 Process mail.
14.04 Identify special mail services.
14.05 Identify alternative courier and electronic mail services.
14.06 Identify effective methods of mail transmission/distribution.
14.07 Select a software program for automating mail handling.

15.0 DEMONSTRATE KNOWLEDGE OF REPROGRAPHICS--The student will be able to:

15.01 Identify characteristics of reprographic methods.
15.02 Made decisions on the best reprographic method to use.

16.0 DEVELOP ORGANIZATIONAL SKILLS FOR RECORDS/INFORMATION CONTROL--The student will be able to:

16.01 Identify procedures for establishing a records management program.
16.02 List and describe the components of a records management system.
16.03 Identify well-designed forms.
16.04 Design a records center layout.
16.05 Plan the index for a records management manual.
16.06 Identify means for the control of a records management system.
16.07 Plan a records retention schedule.
16.08 Plan personnel needs for a records management department.
16.09 List and describe methods of protecting vital records.
16.10 Design the form for an initial inventory of records.
16.11 Identify principles of a reports management program.
16.12 Identify legal resources for records retention.

17.0 DEVELOP RECORDS MANAGEMENT SKILLS--The student will be able to:

17.01 Identify management styles.
17.02 Prepare personnel, equipment, and financial reports.
17.03 Evaluate qualifications and interview applicants.
17.04 Set priorities and develop efficient work flow procedures.
17.05 Identify components of office ergonomics.

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Secretarial

CODE NUMBER: Secondary 8212200 — Postsecondary OFT0205

Florida CIP 0507.060600

SECONDARY SCHOOL CREDITS 5 — COLLEGE CREDITS ______ — POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___ 7-9 — x 9-12 — x Postsecondary Adult Vocational

___ Postsecondary Vocational — x Other 30, 31

CERTIFICATION COVERAGE:			
9-12; 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 SECRETAR ¢7 STENOG @4	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 SECRETAR @7 G STENOG @4

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as general secretaries (55199370), secretary assistants, correspondence assistants, office systems assistants, software applications assistants or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to assist with administrative and general office duties in a support capacity and includes instruction in scheduling appointments; exchanging information with callers; and taking and transcribing dictation using automated equipment.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209220	Office Procedures
8212010	Word Processing 1
8212210	Shorthand 1
8212220	Shorthand 2

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of automated keyboarding/typewriting systems, calculators, dictation/transcription equipment, and electronic text editing equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 750 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telecommunication activities.
02. Perform mathematical applications.
03. Perform keyboarding activities.
04. Perform records management activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
12. Perform decision making activities.
18. Perform word processing activities.
25. Perform stenographic activities.
49. Perform machine transcription activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8212200

PROGRAM TITLE: Secretarial POSTSECONDARY NUMBER: OFT0205

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PEFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.

07.06 Participate in group discussion activities.
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.04 Update and key resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.
09.10 Identify sources of employment opportunities.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
25.02 Record and transcribe office style dictation.
25.03 Record unfamiliar dictated material and transcribe it in mailable form.
25.04 Refine mailable transcription skills using familiar and unfamiliar material.
25.05 Enhance shorthand speed and transcription skills.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Secretarial
PROGRAM NUMBER: 8212200

COURSE TITLE: Typewriting 1/Fundamentals
COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Secretarial
PROGRAM NUMBER: 8212200

COURSE TITLE: Office Procedures
COURSE NUMBER: 8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communications, information processing, records management, telecommunications, business records, decision making, job application, consumer economics, and keyboarding.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

Office Procedures - Continued

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.02 Identify terms commonly used in information processing.
- 10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 11.02 Identify advantages and disadvantages of consumer credit.
- 11.03 Identify types and sources of consumer credit.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Secretarial — PROGRAM NUMBER: 8212200

COURSE TITLE: Word Processing 1 — COURSE NUMBER: 8212010

COURSE DESCRIPTION:

This course is designed to provide instruction that will enable the student to perform the basic functions of input, edit, store, and retrieval utilizing electronic equipment.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.06 Participate in group discussion activities.
- 07.12 Use style manuals in the preparation of correspondence and reports.
- 07.13 Key final copy of revised documents.
- 07.14 Compose and revise sentences applying principles of standard English.
- 07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.04 Update and key resume.
- 09.10 Identify sources of employment opportunities.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 12.01 Determine work priorities.
- 12.02 Choose appropriate action in a situation requiring effective time management.
- 12.03 Select the best way to handle confidential information.
- 12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

- 18.01 Identify the major skills necessary for word processing office occupations.
- 18.02 Identify word processing peripherals.
- 18.03 Input, store, and output documents from handwritten, typed, and dictated material.
- 18.04 Edit letters and documents using text-editing software.
- 18.05 Revise and print stored documents.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

- 49.01 Identify terms used in machine transcription.
- 49.02 Demonstrate correct techniques in machine transcription.
- 49.03 Key recorded dictation into computer.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Secretarial
PROGRAM NUMBER: 8212200

COURSE TITLE: Shorthand 1
COURSE NUMBER: 8212210

COURSE DESCRIPTION:

This course is designed to develop a shorthand skill utilized as a professional tool. The student will learn to read and write shorthand and transcribe shorthand plates as well as dictated notes.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
25.02 Record and transcribe office style dictation.
25.03 Record unfamiliar dictated material and transcribe it in mailable form.

STUDENT PERFORMANCE STANDARDS

EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business

COURSE CREDIT: 1

PROGRAM TITLE: Secretarial

PROGRAM NUMBER: 8212200

COURSE TITLE: Shorthand 2

COURSE NUMBER: 8212220

COURSE DESCRIPTION:

This course reinforces and refines the dictation and transcription skills developed in Shorthand 1 with special emphasis on mailable transcripts. Related business skills in the areas of oral and written communications are also emphasized.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

- 25.04 Refine mailable transcription skills using familiar and unfamiliar material.
- 25.05 Enhance shorthand speed and transcription skills.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Small Business Management

CODE NUMBER: Secondary _______ Postsecondary ________

Florida CIP 0506.180101

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational Certificate ___ Other ____________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for the operation of a small business to become small business owners (222.137-030)/entrepreneurs. It also provides supplemental training for persons previously or currently operating or owning a small buisness.

The content prepares individuals to become proficient in the planning, organizing, directing, and controlling of a business, including organizational and human aspects, with emphasis on various theories of management, the knowledge and understanding necessary for managing economic resources, and decision making. Emphasis is given to the ownership of small business enterprises.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of the program and include the use of keyboarding/typewriting systems, calculators, computers, peripheral equipment, and may include the use of dictation/transcription equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The satisfactory completion of this program for the average achieving student will result in the awarding of a certificate.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform accounting activities.
04. Perform communication activities.
05. Develop human relations skills.
06. Demonstrate appropriate grooming habits.
07. Perform job application activities.

Small Business Management - Continued

08. Demonstrate knowledge of information processing concepts.
09. Develop leadership skills.
10. Perform consumer economics activities.
11. Perform decision making activities.
12. Identify, classify, and demonstrate small business management functions.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: ______________
PROGRAM TITLE: Small Business Management POSTSECONDARY NUMBER: 0506.180101

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
01.10 Solve problems involving perimeter or area of a rectangular region.
01.11 Solve problems involving length, width, or height.
01.12 Solve problems involving capacity.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

03.01 Record transactions in a general journal.
03.02 Post entries from a general journal to a general ledger.
03.03 Prepare a worksheet.
03.04 Prepare an income statement.
03.05 Prepare an owner's equity statement.
03.06 Prepare a balance sheet.
03.07 Journalize and post adjusting entries.
03.08 Journalize and post closing entries.
03.09 Prepare a postclosing trial balance.
03.10 Prepare checks and stubs.
03.11 Endorse checks using special endorsements.
03.12 Prepare a deposit slip and adjust checkbook.
03.13 Prepare a bank reconciliation.
03.14 Maintain petty cash records.
03.15 Record transactions in special journals.
03.16 Post journal entries to subsidiary ledgers.
03.17 Prepare payroll records.
03.18 Interpret financial statements.
03.19 Demonstrate a knowledge of the accounting cycle.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Prepare, outline, and deliver a short oral presentation.
04.04 Participate in a group discussion as a member and as a leader.
04.05 Obtain appropriate information from graphics, maps, or signs.
04.06 Locate and record information retrieved from written resources including current business periodicals.
04.07 Annotate letters, reports, and/or news articles.
04.08 Edit documents using proofreading symbols.
04.09 Research and compose a document containing statistical information.
04.10 Spell and define words, including business terminology.
04.11 Prepare visual material to support an oral presentation.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.
05.03 Analyze and develop written solutions to behavior problems affecting job performance.
05.04 Select best ways to discipline an employee.
05.05 Discuss performance appraisal of an employee.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Locate requested information on a computer printout.
08.04 Locate errors on a computer printout.

09.0 DEVELOP LEADERSHIP SKILLS-- the student will be able to:

09.01 Prepare an agenda.
09.02 Demonstrate the ability to conduct an orderly meeting.
09.03 Greet and introduce individuals.

10.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

10.01 Identify basic concepts of the American economic system.
10.02 Identify basic types and sources of consumer credit.

11.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

11.01 List the steps in problem solving.
11.02 Demonstrate the ability to determine the proper priority of work.
11.03 Prepare a day's schedule for an employer.
11.04 Choose appropriate action in situations requiring application of business ethics.
11.05 Choose appropriate action in situations requiring following a chain of command.
11.06 Choose appropriate action in situations requiring effective time management.
11.07 Identify ways to assign work to others.

12.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE SMALL BUSINESS MANAGEMENT FUNCTIONS--The student will be able to:

12.01 Identify the correct definition of management.
12.02 Identify the major functions of small business management and/or ownership.
12.03 Demonstrate the basic principles of planning, organizing, staffing, directing, and controlling a small business.
12.04 Demonstrate appropriate communication techniques and management styles.
12.05 Demonstrate marketing techniques for a small business.
12.06 Demonstrate a knowledge of small business regulations.
12.07 Develop a risk management (insurance) program.
12.08 Identify problems and make an appropriate decision.
12.09 Develop a financial management program for the acquisition of economic resources.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Small Business Operations

CODE NUMBER: Secondary _______ Postsecondary SBM0201

Florida CIP 0506.180100

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7; MANAG SUPV @7 G; BOOKKEEPIN @4 @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as first line supervisors, clerical (51002375) or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to become proficient in the planning, organizing, and controlling of a business. Emphasis is given to characteristics of small businesses and to skill development in the areas necessary for sound business operations. Instruction prepares individuals to make sound decisions and to supervise people and functions effectively.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, peripheral equipment, and may include the use of dictation/transcription equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 750 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform math computations.
02. Perform keyboarding/typewriting activities.
03. Perform business records activities.
04. Perform communication activities.
05. Develop human relations skills.
06. Demonstrate appropriate grooming habits.
07. Perform job application activities.
08. Demonstrate knowledge of information processing concepts.
09. Perform accounting activities.
10. Develop leadership skills.
11. Perform consumer economic activities.
12. Perform decision making activities.
13. Identify, classify, and demonstrate small business operations functions.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ____________

PROGRAM TITLE: Small Business Operations POSTSECONDARY NUMBER: SBM0201

01.0 PERFORM MATH COMPUTATIONS--The student will be able to:

01.01 Solve addition, subtraction, multiplication, and division problems manually.
01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
01.03 Solve problems involving decimals and fractions.
01.04 Solve problems involving percentages and discounts using a calculator.
01.05 Solve problems involving comparison shopping using a calculator.
01.06 Interpret graphs and tables.
01.07 Solve finance charge and annual percentage rate problems using a calculator.
01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
01.09 Solve problems involving length, width, or height.

02.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

02.01 Demonstrate keyboarding/typewriting techniques.
02.02 Identify operative parts of keyboarding equipment.
02.03 Identify formatting principles.
02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

03.01 Prepare checks and stubs.
03.02 Endorse checks using special endorsements.
03.03 Prepare a deposit slip and adjust checkbook.
03.04 Prepare a bank reconciliation.
03.05 Maintain petty cash records.
03.06 Record transactions in special journals.
03.07 Post journal entries to subsidiary ledgers.
03.08 Prepare payroll records.

04.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

04.01 Follow oral and written instructions.
04.02 Compose business correspondence and related documents.
04.03 Spell and define words, including business terminology.

05.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

05.01 Demonstrate appropriate work habits.
05.02 Identify traits that promote good human relations and increase job performance.

06.0 DEMONSTRATE APPROPRIATE GROOMING HABITS--The student will be able to:

06.01 Identify appropriate attire and grooming for a business office.

07.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

07.01 Identify sources of employment opportunities.
07.02 Complete employment forms.
07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
07.04 Compose and type a follow-up letter.
07.05 Compose and type a letter of application and a resume.
07.06 Compose and type a letter of resignation.
07.07 Demonstrate job interview skills.
07.08 Identify methods for securing an employment reference.

08.0 DEMONSTRATE KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

08.01 Demonstrate a knowledge of data processing concepts.
08.02 Identify computer hardware components and software.
08.03 Locate requested information on a computer printout.
08.04 Locate errors on a computer printout.

09.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

09.01 Record transactions in a general journal.
09.02 Post entries from a general journal to a general ledger.
09.03 Prepare a worksheet.
09.04 Prepare an income statement.
09.05 Prepare an owner's equity statement.
09.06 Prepare a balance sheet.
09.07 Journalize and post adjusting entries.
09.08 Journalize and post closing entries.
09.09 Prepare a post closing trial balance.

10.0 DEVELOP LEADERSHIP SKILLS-- the student will be able to:

10.01 Prepare an agenda.
10.02 Demonstrate the ability to conduct an orderly meeting.
10.03 Greet and introduce individuals.

11.0 PERFORM CONSUMER ECONOMIC ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify basic types and sources of consumer credit.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 List the steps in problem solving.
12.02 Demonstrate the ability to determine the proper priority of work.
12.03 Prepare a day's schedule for an employer.
12.04 Choose appropriate action in situations requiring application of business ethics.
12.05 Choose appropriate action in situations requiring following a chain of command.
12.06 Choose appropriate action in situations requiring effective time management.

13.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE SMALL BUSINESS OPERATIONS FUNCTIONS--The student will be able to:

13.01 Identify the correct definition of management.
13.02 Identify the major functions of small business management.
13.03 Identify the basic principles of the planning function in a small buisness.
13.04 Identify the basic principles of the organizing function in a small business.
13.05 Identify the basic principles of the staffing function in a small business.
13.06 Identify the basic principles of the directing function in a small business.
13.07 Identify the basic principles of the controlling function in a small business.
13.08 Select the most effective communication systems and supervisory styles for a small business.

CURRICULUM FRAMEWORK
PROGRAM AREA: Business
FLORIDA DEPARTMENT OF EDUCATION
EFFECTIVE DATE: July, 1992
PROGRAM TITLE: Stenographic
CODE NUMBER: Secondary 8212300 Postsecondary OFT0405
Florida CIP 0507.060700

SECONDARY SCHOOL CREDITS 3
COLLEGE CREDITS _____
POSTSECONDARY ADULT VOCATIONAL CREDITS X

APPLICABLE LEVEL(S): ___7-9 X 9-12 X Postsecondary Adult Vocational

___ Postsecondary Vocational X Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 SECRETAR @7 STENOG @4	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 SECRETAR @7 G STENOG @4

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as stenographers (55302369), secretarial trainees, junior stenographers, and senior stenographers or to provide supplemental training for persons previously or currently employed in this occupational area.

The content prepares individuals to take and transcribe direct dictation of correspondence, reports, and other materials. The individual will perform general office duties.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209220	Office Procedures
8212210	Shorthand 1

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems and calculators.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

Stenographic - Continued

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telecommunication activities.
02. Perform mathematical applications.
03. Perform keyboarding activities.
04. Perform records management activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
25. Perform stenographic activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: 8212300

PROGRAM TITLE: Stenographic POSTSECONDARY NUMBER: OFT0405

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.
03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
25.02 Record and transcribe office style dictation.
25.03 Record unfamiliar dictated material and transcribe it in mailable form.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 1992
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Stenographic	PROGRAM NUMBER:	8212300
COURSE TITLE:	Typewriting 1/Fundamentals	COURSE NUMBER:	8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS		EFFECTIVE DATE:	July, 199
PROGRAM AREA:	Business	COURSE CREDIT:	1
PROGRAM TITLE:	Stenographic	PROGRAM NUMBER:	8212300
COURSE TITLE:	Office Procedures	COURSE NUMBER:	8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communications, information processing, records management, telecommunications, business records, decision making, job application, consumer economics, and keyboarding.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business
COURSE CREDIT: 1
PROGRAM TITLE: Stenographic
PROGRAM NUMBER: 8212300
COURSE TITLE: Shorthand 1
COURSE NUMBER: 8212210

COURSE DESCRIPTION:

This course is designed to develop a shorthand skill utilized as a professional tool. The student will learn to read and write shorthand and transcribe shorthand plates as well as dictated notes.

25.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

- 25.01 Read, write, and transcribe shorthand, brief forms, and other words representing theory principles.
- 25.02 Record and transcribe office style dictation.
- 25.03 Record unfamiliar dictated material and transcribe it in mailable form.

CURRICULUM FRAMEWORK — PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION — EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Word Processing

CODE NUMBER: Secondary _______ Postsecondary OFT0300

Florida CIP 0507.060800

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED 04 1 2; VOE 07; TEACH CBE 07; STENOG 04; CLERICAL 07 G; SECRETAR 07 G

I. MAJOR CONCEPTS/CONTENTS: The purpose of this program is to prepare students for employment as word processing operators (208.382-010), software applications clerks, documents clerks, word processing operators, information processor operators, insurance policy processors or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to edit and produce written communication using electronic text-editing equipment.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and includes the use of keyboarding/typewriting systems, dictation/transcription machines, calculators, and electronic text-editing equipment for storage, retrieval, and printing purposes.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of the instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 900 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform communication activities.
07. Demonstrate knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Demonstrate knowledge of data/information processing concepts.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Demonstrate knowledge of reprographic activities.
14. Demonstrate knowledge of decision making activities.
15. Perform mail handling activities.
16. Perform machine dictation/transcription activities.
17. Perform information processing applications using electronic text-editing equipment
18. Demonstrate records management activities.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — SECONDARY NUMBER: ________

PROGRAM TITLE: Word Processing — POSTSECONDARY NUMBER: OFT0300

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers and addresses.
01.03 Demonstate techniques of placing and answering telephone calls.
01.04 Record and relay telephone messages.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding/typewriting equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type business letters using different sizes of stationery.
03.09 Type business letters containing special features.
03.10 Type a two-page letter.
03.11 Type file labels.
03.12 Type a report with headings and footnotes/endnotes.
03.13 Type multi-copy preprinted forms.
03.14 Type news releases.
03.15 Type minutes of a meeting.
03.16 Type business letters with enumerated items.
03.17 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and file materials alphabetically.
04.02 Retrieve materials from files.
04.03 Define the different filing methods: geographic, subject, and numeric.
04.04 Cross-reference correspondence.
04.05 Identify types of filing supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust a checkbook.
05.04 Prepare bank reconciliations.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Spell and define words including business terminology.
06.02 Follow oral and written instructions.
06.03 Punctuate sentences.
06.04 Demonstrate correct grammar usage.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify job retention and promotion traits.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and type a letter of application and a resume.
09.04 Demonstrate job interview skills.
09.05 Identify sources of employment opportunities.
09.06 Identify methods of securing an employment reference.
09.07 Compose and type a follow-up letter.
09.08 Compose and type a letter of resignation.

10.0 DEMONSTRATE KNOWLEDGE OF DATA/INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Locate requested information on a computer printout.
10.02 Identify applications of computers in modern business.
10.03 Identify terms commonly used in information processing.
10.04 Identify the major components of an automated office system.
10.05 Manually correct errors on a computer printout.
10.06 Verify the totals on a computer.
10.07 Identify applications of magnetic storage.
10.08 Identify automated systems, equipment components, and electronic media.
10.09 Interpret instructions on a work requisition.
10.10 Identify the advantages of processing documents on automated equipment.
10.11 Identify occupations using automated office systems.
10.12 Identify the skills necessary for the automated office occupations.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Choose appropriate action in a situation requiring application of business ethics.
11.02 Identify basic principles of parliamentary procedure.
11.03 Greet and introduce individuals.
11.04 Demonstrate knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify available services offered by consumer information sources (i.e., banking and government agencies).
12.03 Identify advantages and disadvantages of consumer credit.
12.04 Identify types and sources of consumer credit.
12.05 Identify the advantages of budgeting in personal financial planning.
12.06 Identify the advantages of insurance in professional planning.

13.0 DEMONSTRATE KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

13.01 Identify characteristics of reprographic methods.
13.02 Make decisions on the best reprographic method.
13.03 Identify terms used in reprographics.
13.04 Identify characteristics of paper.

14.0 DEMONSTRATE KNOWLEDGE OF DECISION MAKING ACTIVITIES--The student will be able to:

14.01 Choose appropriate action in situations requiring application of business ethics.
14.02 Identify procedures for following chain-of-command.
14.03 Choose appropriate action in situations requiring effective time management.
14.04 List the steps in problem solving.
14.05 Demonstrate the ability to determine work priorities.
14.06 Prepare a day's schedule for an employer.
14.07 Handle confidential information appropriately.
14.08 Identify efficient ways to assign work.
14.09 Identify conflict of interest situations.

15.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

15.01 Classify mail.
15.02 Locate ZIP codes.
15.03 Identify special mail services.
15.04 Identify alternative courier and electronic mail services.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Identify terms used in machine transcription.
16.02 Demonstrate techniques in machine transcription.
16.03 Transcribe recorded dictation using automated equipment.
16.04 Dictate for recording medium.

17.0 PERFORM INFORMATION PROCESSING ACTIVITIES USING ELECTRONIC TEXT-EDITING EQUIPMENT--The student will be able to:

17.01 Input, store, and output letters, reports, and files requiring use of special equipment features/applications on automated equipment submitted in handwritten, and dictated form.
17.02 Revise and output stored documents requiring use of special equipment features/applications on automated equipment.
17.03 Code, log, store, and retrieve on media and hard copy files.
17.04 Maintain a daily production report.
17.05 Locate and retrieve stored documents.

18.0 DEMONSTRATE RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

18.01 List and describe three methods of protecting vital records.
18.02 Search for and investigate information in files.
18.03 Interpret records retention schedule.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Word Processing/Machine Transcription

CODE NUMBER: Secondary 8212000 Postsecondary OFT0305

Florida CIP 0507.060802

SECONDARY SCHOOL CREDITS 4 COLLEGE CREDITS ______ POSTSECONDARY ADULT VOCATIONAL CREDITS X

APPLICABLE LEVEL(S): ___ 7-9 X 9-12 X Postsecondary Adult Vocational

___ Postsecondary Vocational X Other 30, 31

CERTIFICATION COVERAGE:	9-12; 30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 CLERICAL ¢7 SECRETAR ¢7 STENOG @4	30,31	BUS ED @4 1 2 VOE @7 TEACH CBE @7 CLERICAL @7 G SECRETAR @7 G STENOG @4

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as transcribing machine operators (203.582-058), transcriptionists, proofreaders, word processors, word processing clerks, word processing trainees, information processing clerks or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to compose, edit, and produce communication; develop decision making skills; and utilize electronic text-editing equipment.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010	Typewriting 1/Fundamentals
8209220	Office Procedures
8212010	Word Processing 1
8212020	Word Processing 2

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, transcription machines, calculators, and electronic equipment for storage, retrieval, and printing purposes.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 600 hours.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telecommunication activities.
02. Perform mathematical applications.
03. Perform keyboarding activities.
04. Perform records management activities.
05. Perform business records activities.
06. Perform mail handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Perform job application activities.
10. Demonstrate a knowledge of information processing concepts.
11. Perform consumer economics activities.
12. Perform decision making activities.
18. Perform word processing activities.
49. Perform machine transcription activities.

STUDENT PERFORMANCE STANDARDS   EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business   SECONDARY NUMBER: 8212000

PROGRAM TITLE: Word Processing/Machine Transcription   POSTSECONDARY NUMBER: OFT0305

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

- 01.01 Identify current telecommunications equipment/methods.
- 01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.
- 02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
- 02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
- 02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
- 02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in entering straight-copy material.
- 03.05 Key business letters and envelopes.
- 03.06 Key interoffice memoranda.
- 03.07 Key tabulated information.
- 03.08 Key a memorandum to multiple recipients.
- 03.09 Key business letters with enumerated items.
- 03.10 Key material from handwritten copy.
- 03.11 Key labels.
- 03.12 Key a two-page letter.
- 03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

- 04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
- 04.02 Index, code, sort, store, and retrieve documents.
- 04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.01 Prepare purchase requisitions.
- 05.02 Prepare purchase orders.
- 05.03 Prepare invoices.
- 05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

- 06.01 Identify alternative mail services.
- 06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.01 Locate, interpret and record information retrieved from written resources.
- 07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division and accuracy of content.
- 07.03 Follow oral and written instructions.
- 07.04 Compose a brief autobiographical sketch to include career plans.
- 07.05 Compose and key business correspondence and related documents.

07.06 Participate in group discussion activities.
07.12 Use style manuals in the preparation of correspondence and reports.
07.13 Key final copy of revised documents.
07.14 Compose and revise sentences applying principles of standard English.
07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.
09.04 Update and key resume.
09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.
09.10 Identify sources of employment opportunities.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.
10.02 Identify terms commonly used in information processing.
10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.
11.02 Identify advantages and disadvantages of consumer credit.
11.03 Identify types and sources of consumer credit.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

12.01 Determine work priorities.
12.02 Choose appropriate action in a situation requiring effective time management.
12.03 Select the best way to handle confidential information.
12.04 Identify conflict of interest situations.
12.05 Identify efficient ways to assign work.
12.06 Identify procedures for following chain-of-command.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

18.01 Identify the major skills necessary for word processing office occupations.
18.02 Identify word processing peripherals.
18.03 Input, store, and output documents from handwritten, typed, and dictated material.
18.04 Edit letters and documents using text-editing software.
18.05 Revise and print stored documents.
18.06 Maintain a daily production report.
18.07 Prioritize and complete work utilizing time management skills.
18.08 Key business letters containing special features and enumerated items.
18.09 Key a two-page letter with an envelope.
18.10 Key file folder and mailing labels.
18.11 Key a report with heading and footnotes.
18.12 Key preprinted business forms.
18.13 Key news releases.
18.14 Key minutes of a meeting.
18.15 Key materials from handwritten copy.
18.16 Key a standardized document by merging selected paragraphs and variable information.
18.17 Key financial statements.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

49.01 Identify terms used in machine transcription.
49.02 Demonstrate correct techniques in machine transcription.
49.03 Key recorded dictation into computer.
49.04 Demonstrate advanced machine transcription skills.

STUDENT PERFORMANCE STANDARDS
EFFECTIVE DATE: July, 1991

PROGRAM AREA: Business
COURSE CREDIT: 1

PROGRAM TITLE: Word Processing/Machine Transcription
PROGRAM NUMBER: 8212000

COURSE TITLE: Typewriting 1/Fundamentals
COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide a foundation for all business education programs and includes the following areas: keyboarding, math, communication, human relations, consumer economics, and job application procedures.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of keyboarding problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format and tabulation of business documents.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in entering straight-copy material.
03.05 Key business letters and envelopes.
03.06 Key interoffice memoranda.
03.07 Key tabulated information.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Identify traits that promote good human relations and increase job performance.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Complete employment forms.
09.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.03 Compose and key a letter of application and a resume.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

10.01 Identify applications of computers in business.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

11.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Word Processing/Machine Transcription PROGRAM NUMBER: 8212000

COURSE TITLE: Office Procedures COURSE NUMBER: 8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communications, information processing, records management, telecommunications, business records, decision making, job application, consumer economics, and keyboarding.

01.0 PERFORM TELECOMMUNICATION ACTIVITIES--The student will be able to:

01.01 Identify current telecommunications equipment/methods.
01.02 Demonstrate procedures for placing and receiving telephone calls.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute, analyze, and prepare payroll data to include the calculation of gross pay (hourly and commissions), FICA and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING ACTIVITIES--The student will be able to:

03.08 Key a memorandum to multiple recipients.
03.09 Key business letters with enumerated items.
03.10 Key material from handwritten copy.
03.11 Key labels.
03.12 Key a two-page letter.
03.13 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

04.01 Define the different records management methods: alphabetic, geographic, subject, and numeric.
04.02 Index, code, sort, store, and retrieve documents.
04.03 Identify types of records management supplies, equipment, and procedures.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare purchase requisitions.
05.02 Prepare purchase orders.
05.03 Prepare invoices.
05.04 Maintain petty cash records.

06.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

06.01 Identify alternative mail services.
06.02 Process mail.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content and clarity of expression.
07.05 Compose and key business correspondence and related documents.
07.06 Participate in group discussion activities.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.08 Demonstrate job interview techniques.
09.09 Compose and key a letter requesting a reference, follow-up letter, and a letter of resignation.

10.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

- 10.02 Identify terms commonly used in information processing.
- 10.03 Identify the major components of an electronic office system.

11.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

- 11.02 Identify advantages and disadvantages of consumer credit.
- 11.03 Identify types and sources of consumer credit.

STUDENT PERFORMANCE STANDARD — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Word Processing/Machine Transcription — PROGRAM NUMBER: 8212000

COURSE TITLE: Word Processing 1 — COURSE NUMBER: 8212010

COURSE DESCRIPTION:

This course is designed to provide instruction that will enable the student to perform the basic functions of input, edit, store, and retrieval utilizing electronic equipment.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.06 Participate in group discussion activities.
- 07.12 Use style manuals in the preparation of correspondence and reports.
- 07.13 Key final copy of revised documents.
- 07.14 Compose and revise sentences applying principles of standard English.
- 07.15 Read and interpret word processing documentation (e.g., software reference manuals) and/or other reference materials.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 09.04 Update and key resume.
- 09.10 Identify sources of employment opportunities.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 12.01 Determine work priorities.
- 12.02 Choose appropriate action in a situation requiring effective time management.
- 12.03 Select the best way to handle confidential information.
- 12.04 Identify conflict of interest situations.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

- 18.01 Identify the major skills necessary for word processing office occupations.
- 18.02 Identify word processing peripherals.
- 18.03 Input, store, and output documents from handwritten, typed, and dictated material.
- 18.04 Edit letters and documents using text-editing software.
- 18.05 Revise and print stored documents.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

- 49.01 Identify terms used in machine transcription.
- 49.02 Demonstrate correct techniques in machine transcription.
- 49.03 Key recorded dictation into computer.

STUDENT PERFORMANCE STANDARDS — EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business — COURSE CREDIT: 1

PROGRAM TITLE: Word Processing/Machine Transcription — PROGRAM NUMBER: 8212000

COURSE TITLE: Word Processing 2 — COURSE NUMBER: 8212020

COURSE DESCRIPTION:

This course is designed to reinforce and extend skills using electronic and dictation/transcription equipment.

12.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

- 12.05 Identify efficient ways to assign work.
- 12.06 Identify procedures for following chain-of-command.

18.0 PERFORM WORD PROCESSING ACTIVITIES--The student will be able to:

- 18.06 Maintain a daily production report.
- 18.07 Prioritize and complete work utilizing time management skills.
- 18.08 Key business letters containing special features and enumerated items.
- 18.09 Key a two-page letter with an envelope.
- 18.10 Key file folder and mailing labels.
- 18.11 Key a report with heading and footnotes.
- 18.12 Key preprinted business forms.
- 18.13 Key news releases.
- 18.14 Key minutes of a meeting.
- 18.15 Key materials from handwritten copy.
- 18.16 Key a standardized document by merging selected paragraphs and variable information.
- 18.17 Key financial statements.

49.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

- 49.04 Demonstrate advanced machine transcription skills.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Word Processing Supervision

CODE NUMBER: Secondary _______ Postsecondary OFT0320

Florida CIP 0507.060804

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS _____ POSTSECONDARY ADULT VOCATIONAL CREDITS x

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APPLICABLE LEVEL(S): ___7-9 ___9-12 x Postsecondary Adult Vocational

___ Postsecondary Vocational x Other 30, 31

CERTIFICATION COVERAGE: BUS ED @4 1 2; VOE @7; TEACH CBE @7; CLERICAL @7 G; SECRETAR @7 G; STENOG @4; MANAG SUPV @7 G

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is to prepare students for employment as word processing supervisors (203.137-010), assistant word processing supervisors, word processing center supervisors, correspondence center supervisors or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to compose, edit, and produce written communication; perform records management activities; develop decision making skills; and utilize electronic text-editing equipment.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade level required for this postsecondary adult vocational program is: Mathematics 9.0, Language 9.0, Reading 9.0. This grade level number corresponds to a grade equivalent score obtained on a state designated basic skills examination

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 450 hours.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform communication activities.
07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.
16. Perform machine dictation/transcription activities.
17. Perform information processing activities utilizing automated equipment.
18. Perform typewriting activities utilizing automated equipment.
19. Perform supervisory activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992
PROGRAM AREA: Business SECONDARY NUMBER: ___________
PROGRAM TITLE: Word Processing Supervision POSTSECONDARY NUMBER: OFT0320

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.
01.06 Identify and demonstrate procedures for screening calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Solve problems involving length, width, or height.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report.
03.13 Type multi-copy preprinted business forms.
03.14 Type minutes of a meeting.
03.15 Type materials from handwritten copy.
03.16 Type from rough draft copy containing proofreaders' marks.
03.17 Type different sizes of cards.
03.18 Type business letters containing enumerated items.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Identify definitions of records management terminology.
04.07 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare a bank reconciliation.
05.05 Maintain petty cash records.
05.06 Record transactions in special journals.

05.07 Post journal entries to subsidiary ledgers.
05.08 Prepare payroll records.
05.09 Prepare purchase requisitions
05.10 Prepare purchase order.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Participate in group discussion as a member and as a leader.
06.04 Locate and record information retrieved from written resources, including current business periodicals.
06.05 Edit documents using proofreading symbols.
06.06 Spell and define words, including business terminology.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Sequence and define the five major stages of workflow.
10.06 Interpret instructions on a work requisition.
10.07 Identify the advantages of processing documents on automated typewriters.
10.08 Identify the major skills necessary for automated office occupations.
10.09 Identify automated typewriting systems, equipment components, and media.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Identify purposes of parliamentary procedure.
11.03 Greet and introduce individuals.
11.04 Demonstrate a knowledge of professional organizations.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Identify advantages and disadvantages of consumer credit.
12.04 Identify services performed by consumer information sources.
12.05 Identify the advantages of budgeting in personal financial planning.
12.06 Identify the advantages of insurance in professional planning.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in a situation requiring effective time management.
15.05 Determine preventive actions for office communication problems.
15.06 Select the best ways to handle confidential information.
15.07 Determine how to handle a conflict of interest information.
15.08 Choose appropriate action in situation requiring following chain of command.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Transcribe recorded dictation using automated equipment.
16.02 Dictate to recording medium.

17.0 PERFORM INFORMATION PROCESSING ACTIVITIES UTILIZING AUTOMATED EQUIPMENT--The student will be able to:

17.01 Edit letters and documents.
17.02 Input, store, and output handwritten, typed, and dictated documents.
17.03 Input, store, and output tabulated documents from handwritten or type written material.
17.04 Revise stored documents and print them.
17.05 Sequence and define steps of a processing cycle.
17.06 Input numeric data.
17.07 Use operations manual.
17.08 Interpret operations of a flowchart of a simulated business job.
17.09 Perform "boot-up" procedure on a microcomputer.
17.10 Code, log, store, and file magnetic and hardcopy documents.
17.11 Maintain a daily production report.
17.12 Determine the priority set for each assignment and complete assigned work, using the most time effective methods.

18.0 PERFORM TYPEWRITING ACTIVITIES UTILIZING AUTOMATED EQUIPMENT--The student will be able to:

18.01 Type business letters containing special features and enumerated items.
18.02 Type a two-page letter with an envelope.
18.03 Type file folder and mailing labels.
18.04 Type a report with heading and footnotes.
18.05 Type preprinted business forms.
18.06 Type news releases.
18.07 Type minutes of a meeting.
18.08 Type materials from handwritten copy.
18.09 Type a standardized document by merging selected paragraphs and variable information.
18.10 Type financial statements.

19.0 PERFORM SUPERVISORY ACTIVITIES--The student will be able to:

- 20.01 Develop a work schedule which allows adequate release time to promote work efficiency and production.
- 20.02 Maintain work production logs.
- 20.03 Review submitted applications and recommend applicants for employment.
- 20.04 Follow a basic orientation program for new employees.

CURRICULUM FRAMEWORK PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION EFFECTIVE DATE: July, 1992

PROGRAM TITLE: Word Processing Technology

CODE NUMBER: Secondary _______ Postsecondary _______

Florida CIP 0507.060801

SECONDARY SCHOOL CREDITS _____ COLLEGE CREDITS x POSTSECONDARY ADULT VOCATIONAL CREDITS _____

APPLICABLE LEVEL(S): ___7-9 ___9-12 ___Postsecondary Adult Vocational

x Postsecondary Vocational ___ Other ___________________

CERTIFICATION COVERAGE:

I. MAJOR CONCEPTS/CONTENT: The purpose of this program is designed to prepare students for employment as typists, word processing equipment (55311372), word processing technicians, word processing coordinators, correspondence managers, marketing support representatives, electronic information processing technicians, software applications managers, or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to assist management by expediting and facilitating the maintenance and production of correspondence and records; telecommunicate; maintain office budgets; preparing correspondence and filing documents.

II. LABORATORY ACTIVITIES: Laboratory activities are an integral part of this program and include the use of keyboarding/typewriting systems, calculators, dictation/transcription equipment, computers, and peripheral equipment.

III. SPECIAL NOTE: Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Phi Beta Lambda (postsecondary) is the appropriate vocational student organization for providing leadership experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

The typical length of this program for the average achieving student is an associate degree.

IV. INTENDED OUTCOMES: After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform math computations.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform accounting activities.
06. Perform communication activities.

Word Processing Technology - Continued

07. Demonstrate a knowledge of human relations skills.
08. Develop appropriate grooming habits.
09. Perform job application activities.
10. Perform information processing activities.
11. Develop leadership skills.
12. Perform consumer economics activities.
13. Perform mail handling activities.
14. Demonstrate a knowledge of reprographic activities.
15. Perform decision making activities.
16. Perform machine dictation/transcription activities.
17. Perform stenographic activities.
18. Perform management activities.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July, 1992

PROGRAM AREA: Business SECONDARY NUMBER: ________

PROGRAM TITLE: Word Processing Technology POSTSECONDARY NUMBER: 0507.060801

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers.
01.03 Identify the techniques of answering and placing calls.
01.04 Record messages.
01.05 Transfer telephone calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

02.01 Solve addition, subtraction, multiplication, and division problems manually.
02.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
02.03 Solve problems involving decimals and fractions.
02.04 Solve problems involving percentages and discounts using a calculator.
02.05 Solve problems involving comparison shopping using a calculator.
02.06 Interpret graphs and tables.
02.07 Solve finance charge and annual percentage rate problems using a calculator.
02.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
02.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
02.10 Solve problems involving perimeter or area of a rectangular region.
02.11 Solve problems involving length, width, or height.
02.12 Solve problems involving capacity.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type a two-page letter.
03.09 Type business letters containing special features.
03.10 Type a memorandum to multiple recipients and address interoffice envelopes.
03.11 Type labels.
03.12 Type a report using footnotes or endnotes.
03.13 Type multi-copy preprinted business forms.
03.14 Type a news release.
03.15 Type minutes of a meeting.
03.16 Type tables in ruled and boxed form.
03.17 Type material from handwritten copy.
03.18 Type a standardized document by merging selected paragraphs and variable information.
03.19 Type from rough draft copy containing proofreaders' marks.
03.20 Type different sizes of cards.
03.21 Type business letters with enumerated items.
03.22 Type business letters containing tabulated material on different sizes of stationery.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and store materials alphabetically.
04.02 Identify types of filing supplies, equipment, and procedures.
04.03 Index, code, sort, and store numerically.
04.04 Retrieve materials from files.
04.05 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.06 Recommend solutions to problems in existing filing systems.
04.07 Design form for initial inventory of records.
04.08 Search for and investigate information in files.
04.09 Identify definitions of records management terminology.

04.10 Index, code, sort, and file correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.11 List and describe methods of protecting vital records.
04.12 Recommend appropriate action for the retention and disposal of records.
04.13 Identify characteristics of centralized and decentralized filing systems.
04.14 Classify records into vital, useful, and nonessential categories.
04.15 Recommend appropriate action for retention and disposal of records.
04.16 Identify characteristics of centralized and decentralized filing systems.
04.17 Classify records into vital, useful, and nonessential categories.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

05.01 Record transactions in a general journal (journalize).
05.02 Post entries from a general journal to a general ledger.
05.03 Prepare a work sheet.
05.04 Prepare an income statement.
05.05 Prepare an owner's equity.
05.06 Prepare a balance sheet.
05.07 Journalize and post adjusting entries.
05.08 Journalize and post closing entries.
05.09 Prepare a postclosing trial balance.
05.10 Prepare checks and stubs.
05.11 Endorse checks using special endorsements.
05.12 Prepare a deposit slip and adjust checkbook.
05.13 Prepare a bank reconciliation.
05.14 Maintain petty cash records.
05.15 Record transactions in special journals.
05.16 Post journal entries to subsidiary ledgers.
05.17 Prepare payroll records.
05.18 Interpret financial statements.
05.19 Demonstrate a knowledge of the accounting cycle.

06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

06.01 Follow oral and written instructions.
06.02 Compose business correspondence and related documents.
06.03 Prepare, outline, and deliver a short oral presentation.
06.04 Participate in group discussion as a member and as a leader.
06.05 Obtain appropriate information from graphics, maps, or signs.
06.06 Locate and record information retrieved from written resources, including current business periodicals.
06.07 Annotate letters, reports, and/or news articles.
06.08 Research and compose a document containing statistical information.
06.09 Spell and define words, including business terminology.
06.10 Edit documents using proofreaders' marks.
06.11 Prepare visual material to support an oral presentation.
06.12 Select the appropriate medium for transmitting information.
06.13 Compose an electronic message using appropriate format and composition.

07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:

07.01 Demonstrate appropriate work habits.
07.02 Identify traits that promote good human relations and increase job performance.
07.03 Analyze and develop written solutions to behavior problems affecting job performance.
07.04 Recognize the effect of organizational and cultural change on the job.
07.05 Demonstrate a knowledge of motivational techniques.

08.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

08.01 Identify appropriate attire and grooming for a business office.

09.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

09.01 Identify sources of employment opportunities.
09.02 Complete employment forms.
09.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
09.04 Compose and type a follow-up letter.
09.05 Compose and type a letter of application and a resume.
09.06 Compose and type a letter of resignation.
09.07 Demonstrate job interview skills.
09.08 Identify methods of securing an employment reference.

10.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

10.01 List major programming languages used in business data processing.
10.02 Locate requested information on a computer printout.
10.03 Identify applications of computers in business.
10.04 Identify terms commonly used in information processing.
10.05 Identify automated business sytems, equipment components, and electronic media.
10.06 Edit letters and documents using automated equipment.
10.07 Input, store, and output letters from handwritten or typed material on automated equipment.
10.08 Input, store, and output dictated letters and documents on automated equipment.
10.09 Input, store, and output tabulated documents from handwritten or typed material on automated equipment.
10.10 Revise stored documents and output them on automated equipment.
10.11 Sequence and define the steps of an information processing cycle.
10.12 Input numeric data.
10.13 Use office operations manual.
10.14 Develop a flowchart.
10.15 Perform "boot-up" procedures on a microcomputer.
10.16 Develop a component of an office operations manual.
10.17 Perform computer activities using data base, spreadsheet, and graphics software.
10.18 Edit and verify printout information.

11.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

11.01 Prepare an agenda.
11.02 Demonstrate the ability to conduct an orderly meeting.
11.03 Greet and introduce individuals.
11.04 Demonstrate a knowledge of professional organizations.
11.05 Identify traits of employees with promotion potential.
11.06 List some principles of group dynamics tht maximize office morale.

12.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

12.01 Identify basic concepts of the American economic system.
12.02 Identify basic types and sources of consumer credit.
12.03 Review an equipment maintenance contract.
12.03 Identify advantages and disadvantages of consumer credit.

13.0 PERFORM MAIL HANDLING ACTIVITIES--The student will be able to:

13.01 Classify mail.
13.02 Locate ZIP codes.
13.03 Process mail.
13.04 Identify special mail services.
13.05 Identify alternative courier and electronic mail services.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on best reprographic method to use.
14.03 Identify correct definitions of terms used in reprographics.
14.04 Identify characteristics of paper.

15.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:

15.01 List the steps in problem solving.
15.02 Demonstrate the ability to determine the proper priority of work.
15.03 Prepare a day's schedule for an employer.
15.04 Choose appropriate action in situations requiring application of business ethics.
15.05 Choose appropriate action in situations requiring following a chain of command.
15.06 Choose appropriate action in situations requiring effective time management.
15.07 Identify ways to assign work to others.
15.08 Determine preventive actions for office communication problems.
15.09 Select the best way to handle confidential information.
15.10 Identify the best way to provide constructive feedback on improper behavior.
15.11 Identify options for solving personnel problems.
15.12 Choose appropriate action in solving problems involving violation of business principles.

16.0 PERFORM MACHINE DICTATION/TRANSCRIPTION ACTIVITIES--The student will be able to:

16.01 Demonstrate techniques in machine dictation and transcription.
16.02 Transcribe recorded dictation of business related documents.
16.03 Evaluate transcription systems for office utilization.

17.0 PERFORM STENOGRAPHIC ACTIVITIES--The student will be able to:

17.01 Take shorthand notes and transcribe them into mailable copy.

18.0 PERFORM MANAGEMENT ACTIVITIES--The student will be able to:

18.01 Identify management styles.
18.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
18.03 Set priorities and develop more efficient procedures for work flow.
18.04 Discuss the performance appraisals with employees, set goals, and recommend training.
18.05 Prepare a general budget.
18.06 Choose appropriate action applying business management techniques.
18.07 Apply time management techniques to office schedule.
18.08 Devleop short/long range plans including EAEO and equity guidelines.
18.09 Develop procedures for handling grievances.
18.10 Evaluate job applicants based upon interviews.
18.11 Select items to include in a new employee's orientation to the job.
18.12 Select and delegate tasks.
18.13 Recommend employees for promotion.
18.14 Budget office expenses.
18.15 Sketch layout of an office using principles of ergonomics.
18.16 Choose vendors from whom to purchase office supplies.

State of Florida
Department of Education
Betty Castor, Commissioner of Education
Tallahassee, Florida
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

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